



Simplify Your IT Transformation

About Micro Focus

IT Operations Management

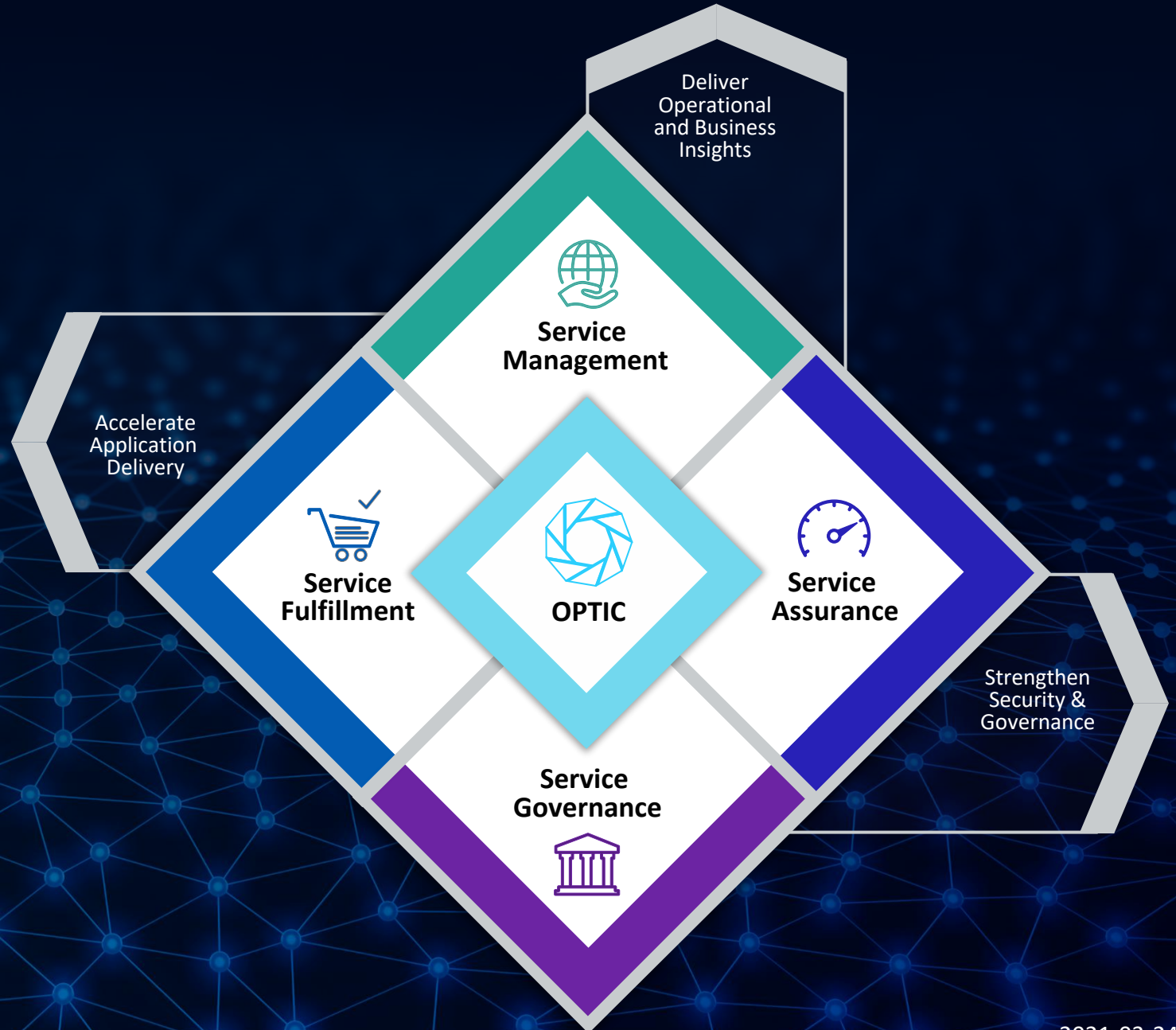
Customer Success Stories

What's New

Product Mapping

Reference Architecture

Summary





High Tech. Low Drama.

With our solutions, you can bridge existing and emerging technologies

- Leverage what you use today to run your business while transforming
- Adapt more quickly to ensure resilience
- Digitally transform with lower risk and cost



The Scale You Need to Power Digital Transformation

One of world's ten largest pure-play enterprise software companies



\$3B

Annual Revenue



300+

Product Lines



500+

Product Releases
in FY19



40+

Years in Business



98

Customers of
Fortune 100



40,000

Global Customers



12,000

Employees
Worldwide



6,500

Partners Worldwide

100+ locations in 49
countries worldwide





Brands You Know Updated for Your Digital Enterprise

Trusted solutions modernized to support emerging and existing initiatives

Novell.



Borland



COBOL



40
YEARS

Network Node Manager
Operations Manager
Data Protector
Content Manager



VERTICA



HP OPENVIEW



MERCURY™



Voltage
security





Global, Mission-Critical Services Rely on Our Offerings

UBER

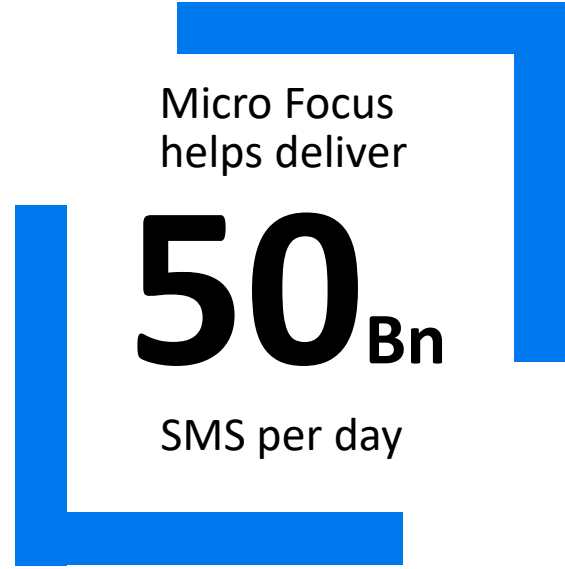


Vertica is at the core of Uber, Intuit and Cerner empowering their insights driven approach



Employee **technology store** fulfilling 1000's of request a week, ranging from VMs to applications

Successful integration of 5 ITOM portfolios



BMW uses our **ADM testing tools** to make automobiles...

100 million lines of code in one car tested by our products



NetIQ
Identity and Access Management

450M+
Managed Identities



Working With Us, You Address Key DX Capabilities

You can **accelerate**, **simplify**, **secure**, and **analyze** your business and operations

Accelerate Application Delivery

Reliably scale Agile and DevOps across all your environments, from mainframe to cloud – quickly bringing innovation ideas to life at the pace your business demands



Simplify Your IT Transformation

Simplify the complexity of hybrid IT and transform into an agile, services-driven organization



Strengthen Your Cyber Resilience

Intelligently adapt your security to respond to an ever-evolving threat landscape, and protect your company's most important assets



Analyze in Time to Act

Leverage machine learning to transform unlimited volumes of data into accurate, actionable, and automated insights



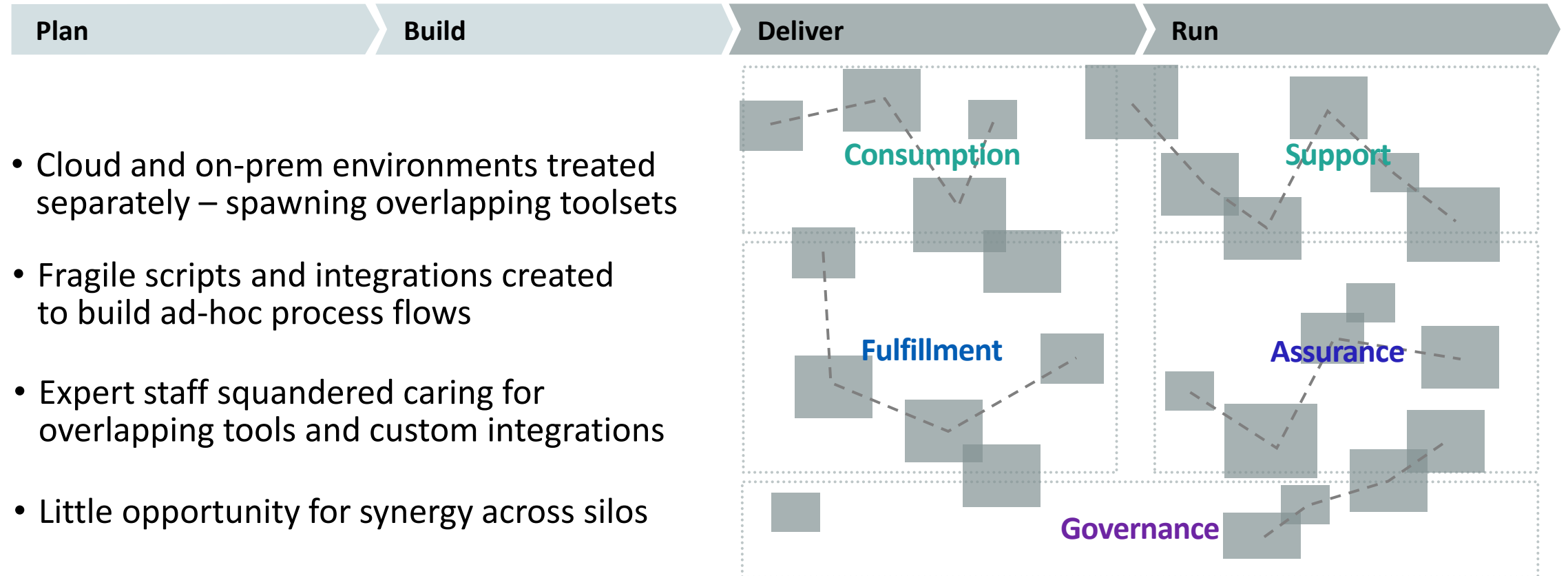
Complexity Puts IT Effectiveness and Relevance at Risk

- Conventional toolsets work poorly across silo boundaries
- Services become more difficult to deliver, monitor, manage and govern
- Increase in performance issues, cost overruns, security breaches, and compliance violations
- Custom coding acts like technology quicksand, generating technical debt





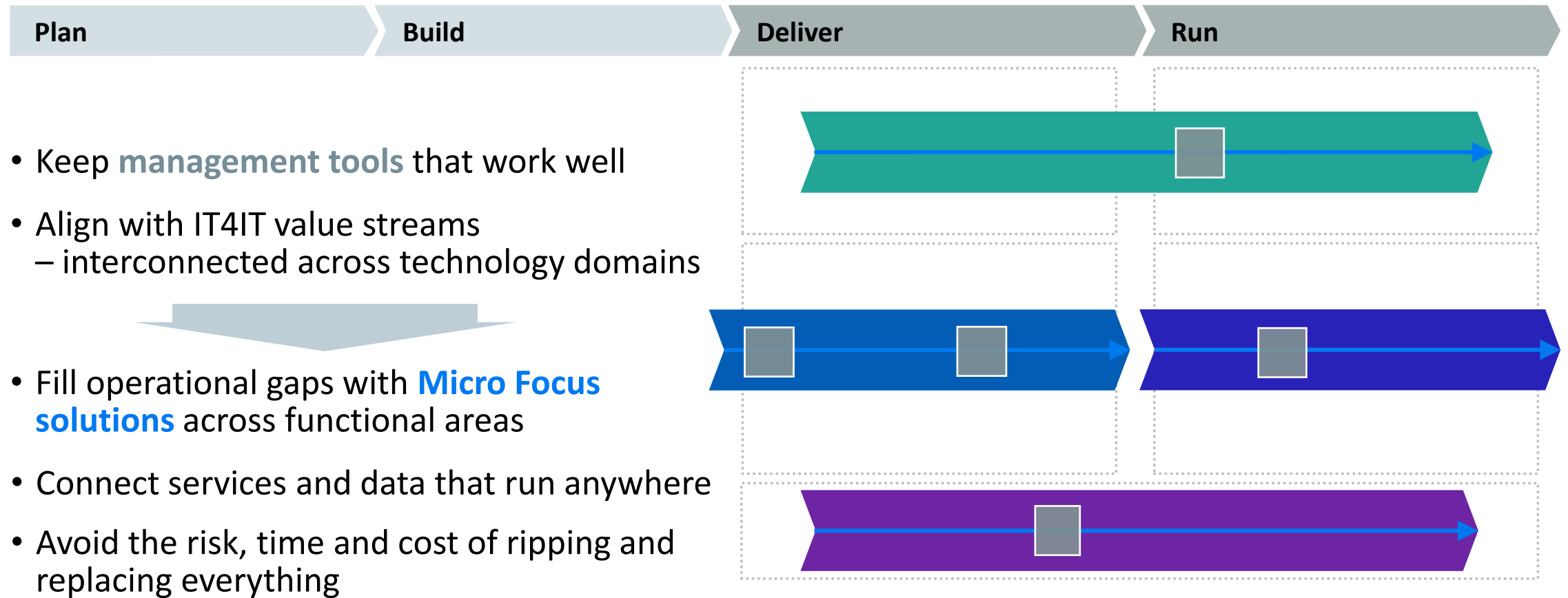
Complexity in IT Operations Management Toolsets



- Cloud and on-prem environments treated separately – spawning overlapping toolsets
- Fragile scripts and integrations created to build ad-hoc process flows
- Expert staff squandered caring for overlapping tools and custom integrations
- Little opportunity for synergy across silos



Consider an IT Transformation (ITX) using an IT4IT Value Stream Approach





You Can Address ITX Opportunities and Complexities



Reduce the friction of IT service consumption...

Service Management

...if you can deliver intuitive self-service to business and IT teams



Meet resource demand at the speed of DevOps...

Service Fulfillment

...if you can empower all teams with on-demand deployment models



Bring clarity to problems and speed resolutions...

Service Assurance

...if you can visualize services end-to-end, applying automation and AI to Ops



Transparent guard rails for IT...

Service Governance

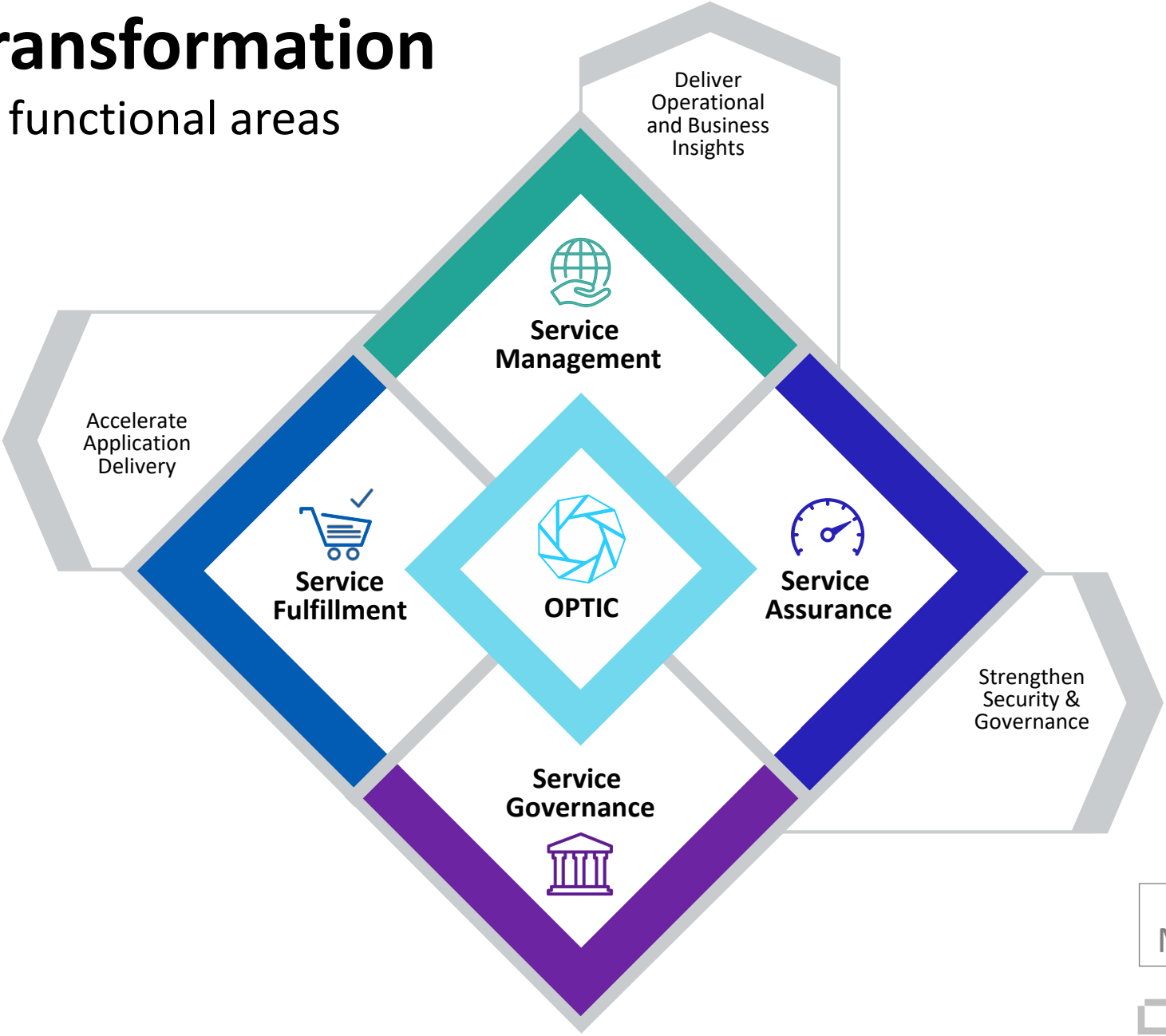
...if you can provide consistent patching, IT compliance and cost governance





Simplify Your IT Transformation

IT operations management functional areas

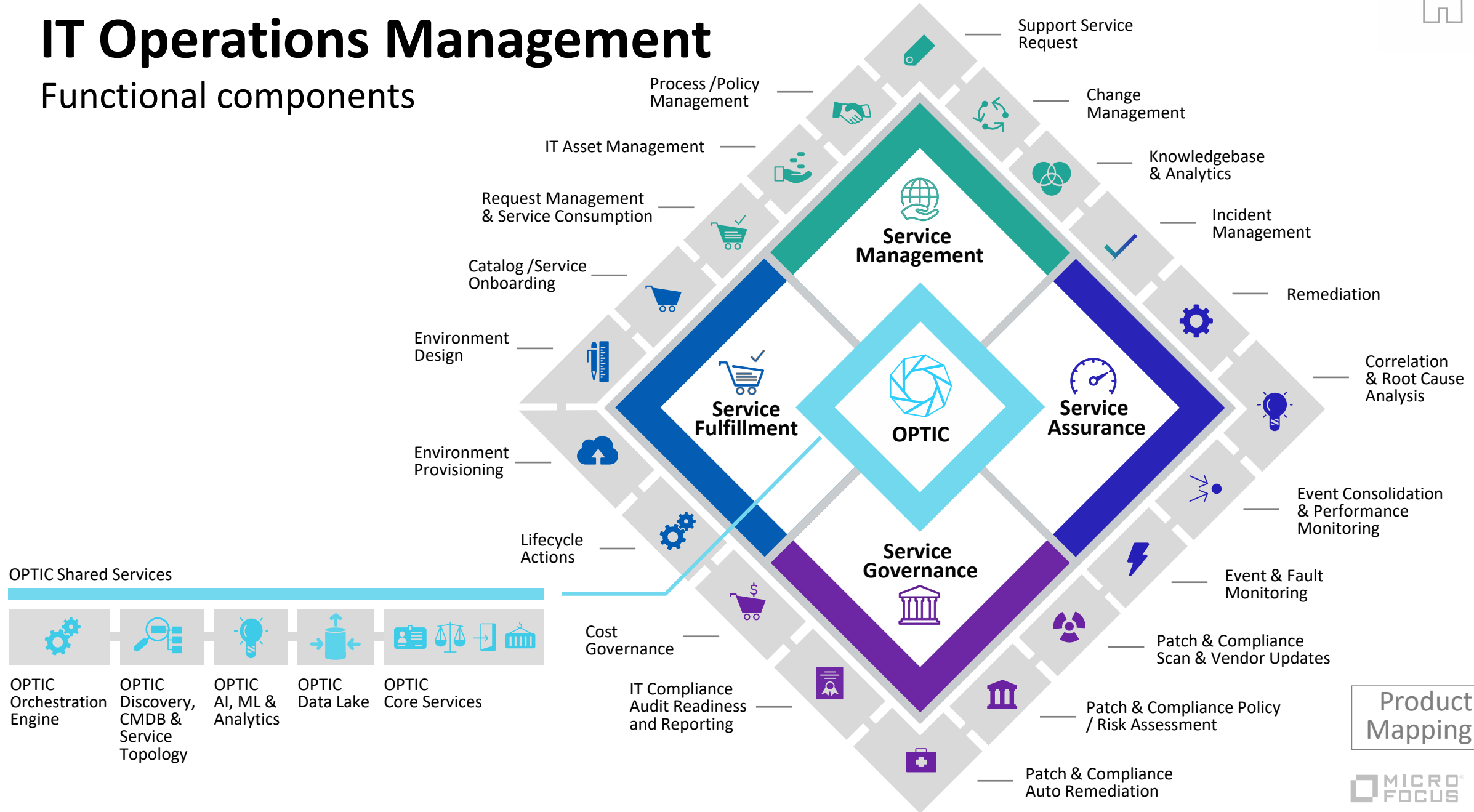


Product Mapping



IT Operations Management

Functional components



Product Mapping

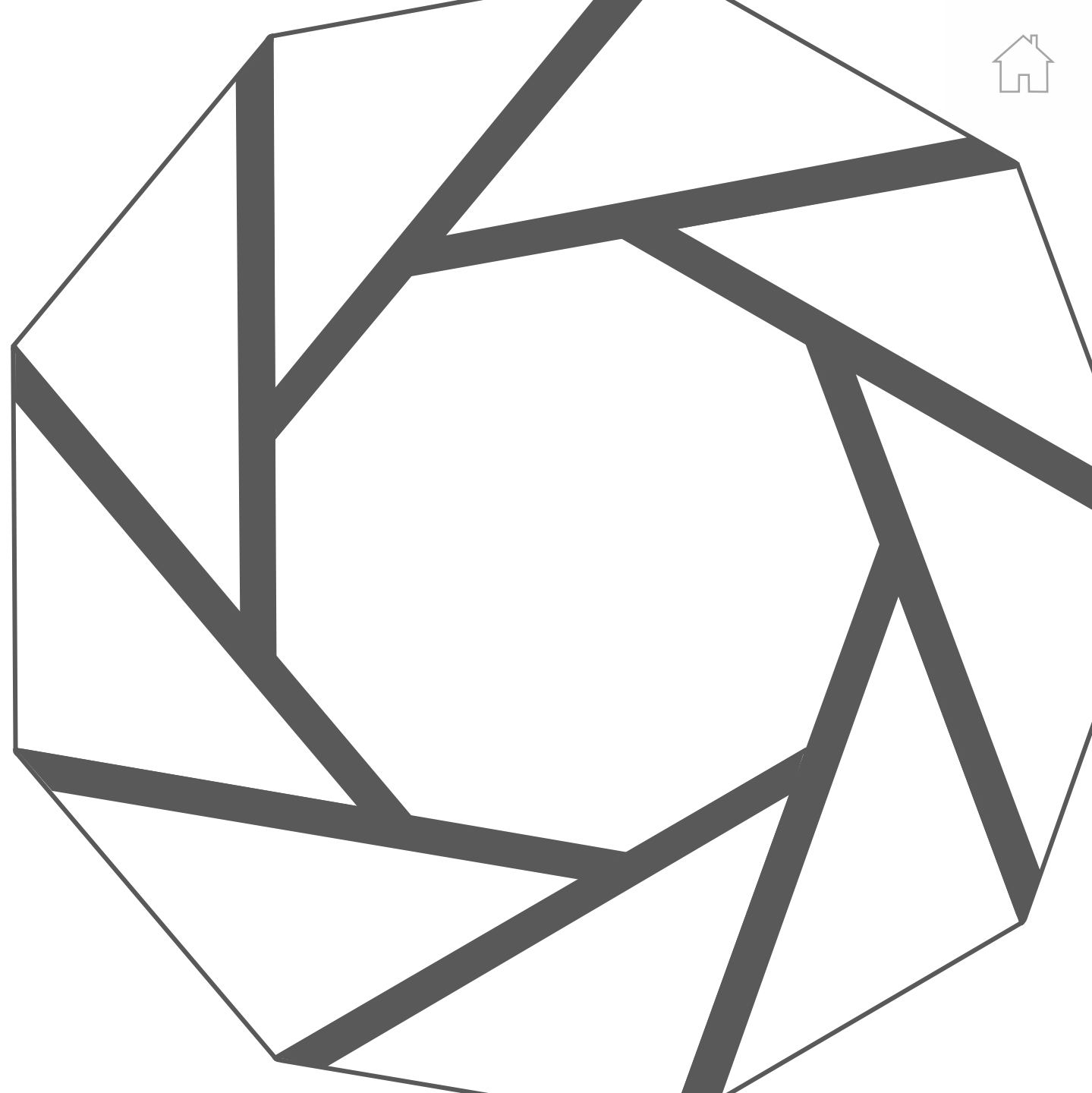


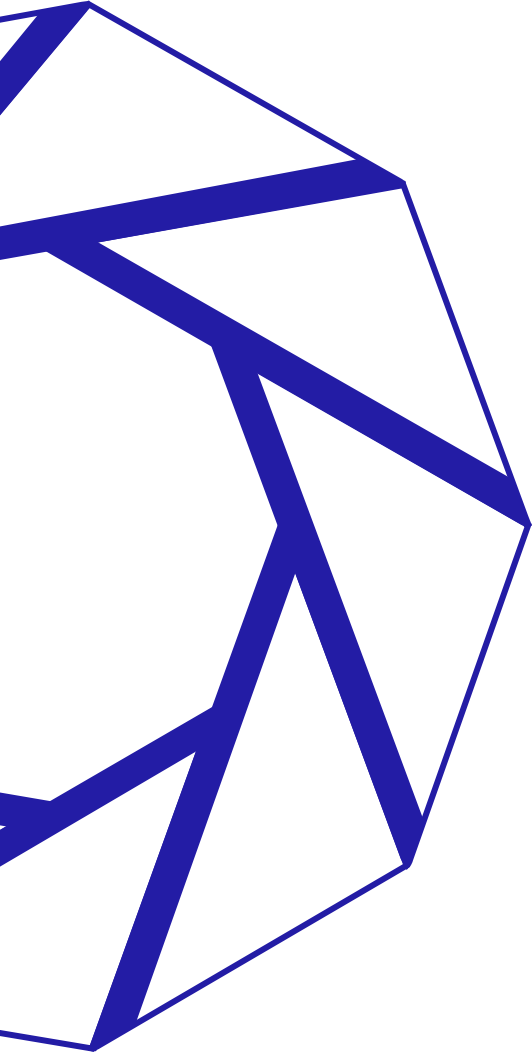


OPTIC

The Operations Platform for
Transformation, Intelligence and Cloud

- | Transformation without drama.
- | Intelligence at the core.
- | Cloud as a full partner.





Transformation without drama.

Predictable and adaptable IT operations solutions



Flexible
Deployment



Centralized
Automation



Open
APIs



Universal Discovery
& Universal CMDB



Codeless
Config



Intelligence at the core.

Built-in, unlimited-use AI based on IDOL and Vertica



Smart Virtual
Agents



Change & Incident
Analytics



Resilient
Robots



Auto Event
Correlation



OPTIC
Data Lake



Cloud as a full partner.

Cloud-native approach unites cloud and on-premises management



Auto Deploy
Services



Discover &
Map Cloud



Monitor Multicloud
Health & UX



Govern Cloud
Spend & Policies



Remediate
Automatically



OPTIC

The Operations Platform for Transformation, Intelligence and Cloud





OPTIC



Shared Services

Containerized, multi-tenant, scalable services offering a common model, shared data, and AI/ML capabilities – ready to support IT4IT value streams



OPTIC
Orchestration
Engine



OPTIC
Discovery, CMDB
& Service Topology



OPTIC
AI, ML and Analytics



OPTIC
Data Lake



OPTIC
Core Services

Product Alignment

Operations Orchestration (OO)

Run powerful orchestration to achieve integrations across your IT ecosystem - tap into 1000s of out-of-the-box workflows

Robotic Process Automation (RPA)

Use software robots to automate repetitive screen-based human actions – automate entire processes by combining screen automation with IT operations steps

Universal Discovery and UCMDB

Real-time discovery with service topology mapping informs changes by an accurate view of your current state

Built-in, unlimited use AI, powered by **IDOL** and **Vertica**

Unified data collection, storage, and analytics platform across systems, applications and networks – previously known as COSO – collect-once, store-once

AppHub

Manage and operate the lifecycle of our containerized, cloud-native Helm solutions

Core services include SSO, identity mgmt., load balancing, licensing, container mgmt., content store & API gateway



OPTIC Ecosystem



Service Management & User Support

- Complete ITIL-aligned service management supporting the lifecycle stages of Service Strategy, Design, Transition, and Delivery
- Best practice data including:
 - 50+ defined integrations available as well as a set of open extensible API's
 - 382 knowledge docs to guide self-solve for end user issues
 - 57 catalog templates for requests such as ordering or repairing a laptop
 - 34 activity models for change, release and incident management
- 17 free Studio apps to extend service desk functions across your organization



System Monitoring & Data Collection

- 90 Integrations
- 76 Management Packs
- 140+ generic service collectors for AWS & Azure



Discovery & Dependency Mapping

- 440,000+ combinations of infrastructure and application discovery
 - Servers, storage, network devices, VMs, hypervisors, operating systems
- Event-based multi-cloud discovery (AWS, Azure, Google Cloud)
- Container discovery (Docker, Kubernetes, OpenShift)
- Desktop and laptop discovery for work-at-home (Windows or Mac)



Process Automation & Orchestration

- 8000+ flows and operations
- 200+ apps and environments through UI Automation (from SAP to terminal emulation, web, Windows, Java, PDF, and Oracle)
- 150+ integrations (based on REST, Shell, PowerShell, and Web Services)



Cloud & Infrastructure Management

- Public Cloud: AWS, Azure, GCP, Oracle Cloud, Ali Cloud
- Hypervisors: vCenter, Nutanix, Hyper-V, SCVMM, OpenStack, KVM, Citrix XenServer
- Provision and manage all Windows and Linux distributions
- DB/middleware: MSSQL, Oracle, MySQL, PostgreSQL, Tomcat, WebSphere App. Server



Network Monitoring and Configuration

- Normalize management across 200+ vendors & 3700 devices
- Massive scalability – monitored networks with 500,000 nodes and over 1.3 million interfaces



IT Asset Management

- 136,000+ software titles for software discovery
- Software asset management (SAM) – Oracle, Microsoft, IBM, VMware, SCCM integrations, Adobe
- Asset configuration management (SACM), Procurement, Contract Management, Vendor Management and Financial Management



Patch, Vulnerability & Compliance Mgmt.

- OOTB compliance scans for CIS, PCI, DSS, SOX, ISO 27001, FISMA, HIPAA, NERC, DISA, and more
- Vulnerability data from National Vulnerability Database and vendors
- OOTB best practice benchmarks based on CIS, DISA and vendor guidance

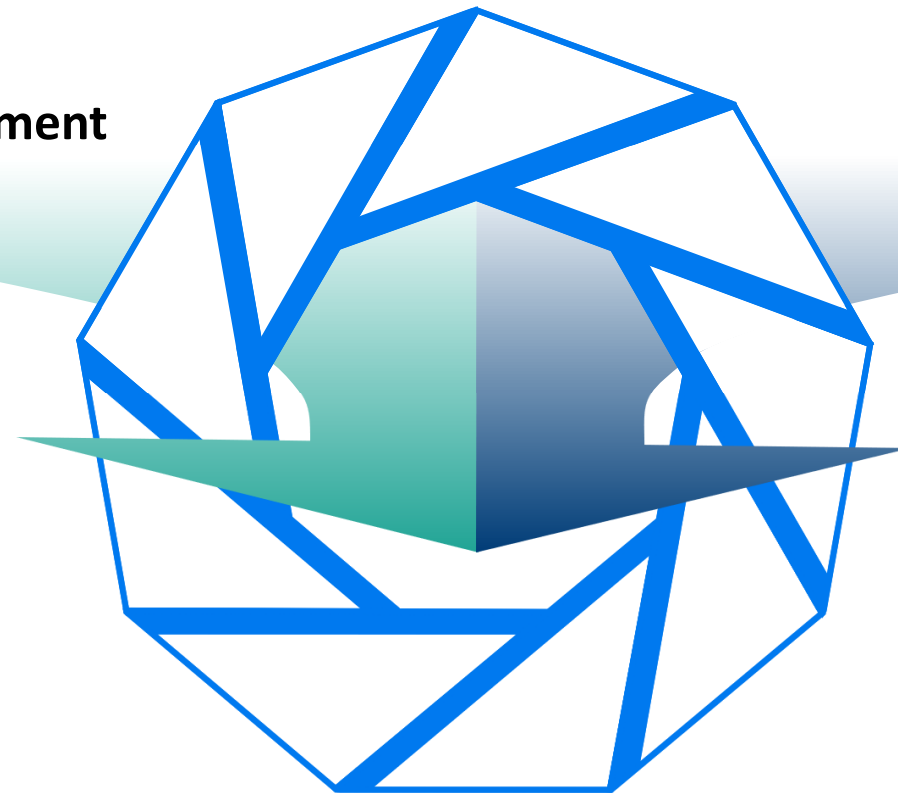


OPTIC Brings Focus to ESM and AIOps

A single platform to simplify digital and IT transformation

Enterprise Service Management

Full-Stack AIOps





Full-Stack AIOps by Micro Focus

Automated Discovery and Monitoring

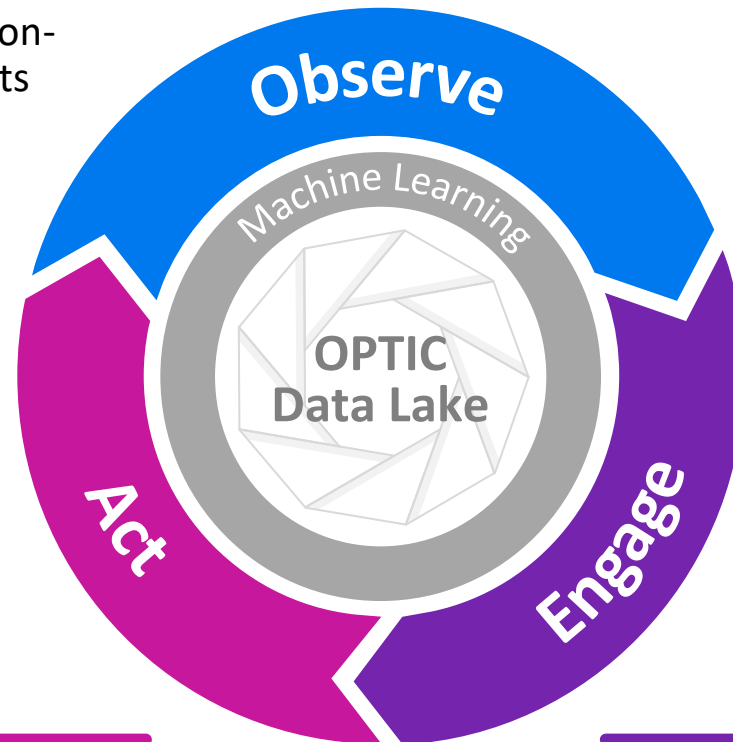
Establish observability across cloud and on-premises services with actionable insights

Automated Remediation

Remediate issues with IT automation to improve mean time to resolve (MTTR)

Cross-Domain Analysis

Accelerate problem isolation and root cause identification with multi-domain analytics



Collaborative Dashboards & Reporting

Demonstrate business value with dashboards tailored to specific needs

Centralized Perf. & Event Mgmt.

Reduce noise through automatic event correlation in a single pane of glass

Closed Loop Incident Process

Integrate with ITSM via bi-directional ticket synchronization for fast incident resolution



Enterprise Service Management

IT Service Management

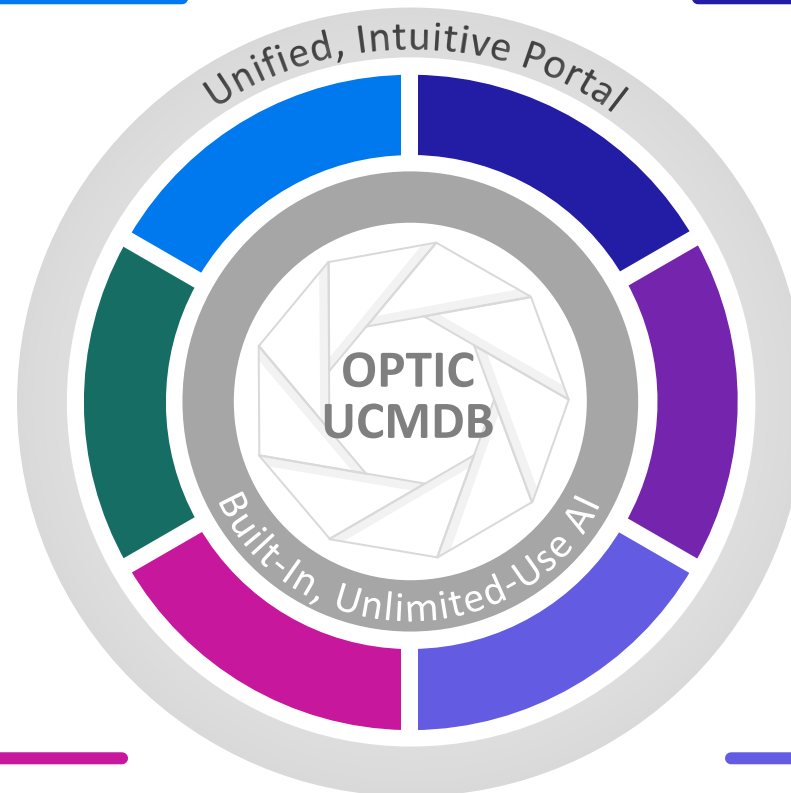
Digital storefront to improve IT service consumption and support

Business Functions

Department-level service management using ITSM

IT Asset Management

Financials, procurement and license compliance for IT assets and software



Cloud Management

Multi-cloud management and fast fulfillment with guardrails

RPA and IT Automation

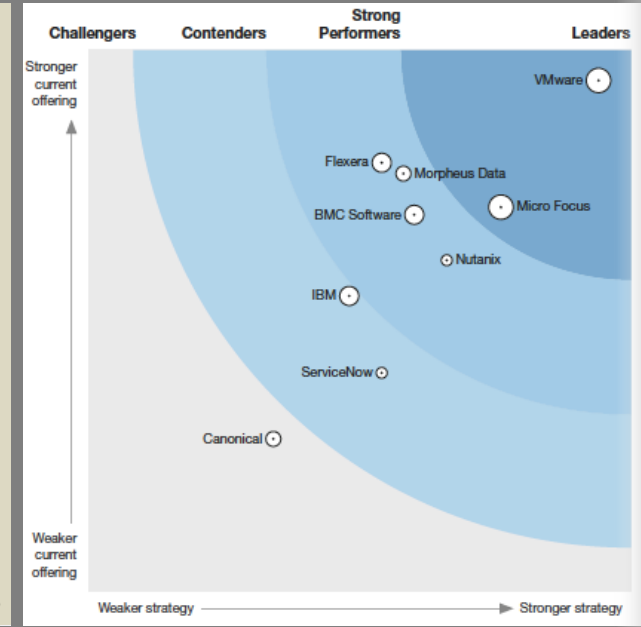
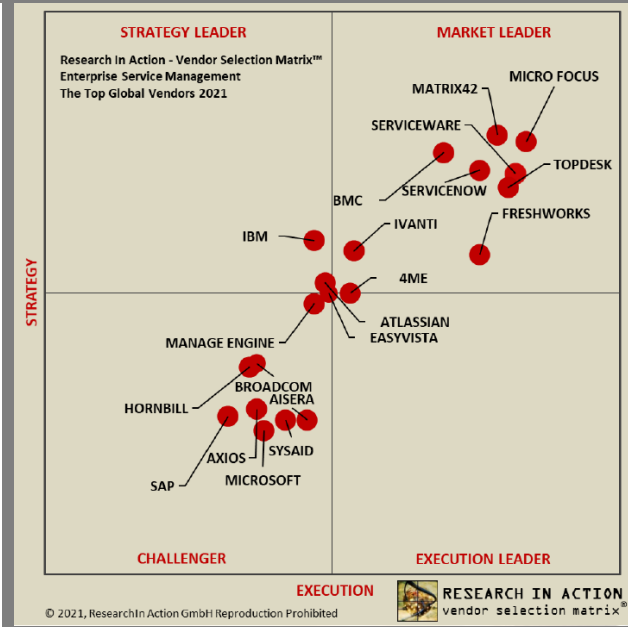
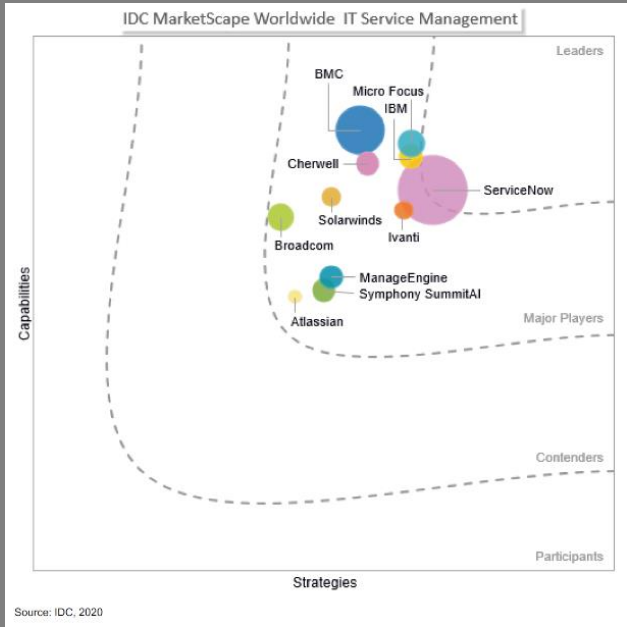
Automation and orchestration across teams, tools & domains

Discovery and Topology

Real-time discovery with service topology mapping



Broad Analyst Recognition for Micro Focus ESM



**The Forrester Wave™:
Enterprise Service Management
- October 2019**

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Source: The Forrester Wave™:
Enterprise Service Management, Q4 2019
– by Charles Betz and Will McKeon-White
– October 10, 2019 – #146855

**IDC MarketScape:
Worldwide IT Service Management
2020 Vendor Assessment
– March 2020**

Source: IDC MarketScape:
Worldwide IT Service Management 2020 Vendor Assessment
– by Shannon Kalvar – March 2020 – IDC #US46111920

**Research In Action:
Vendor Selection Matrix™
IT and Enterprise Service Management
SaaS and Software
– March 2021**

Source: Research In Action:
VENDOR SELECTION MATRIX™
IT AND ENTERPRISE SERVICE MANAGEMENT
SAAS AND SOFTWARE
– by Eveline Oehrlich
– March 2021 – VSM ITESM GL 2021

**The Forrester Wave™:
Hybrid Cloud Management
- November 2020**

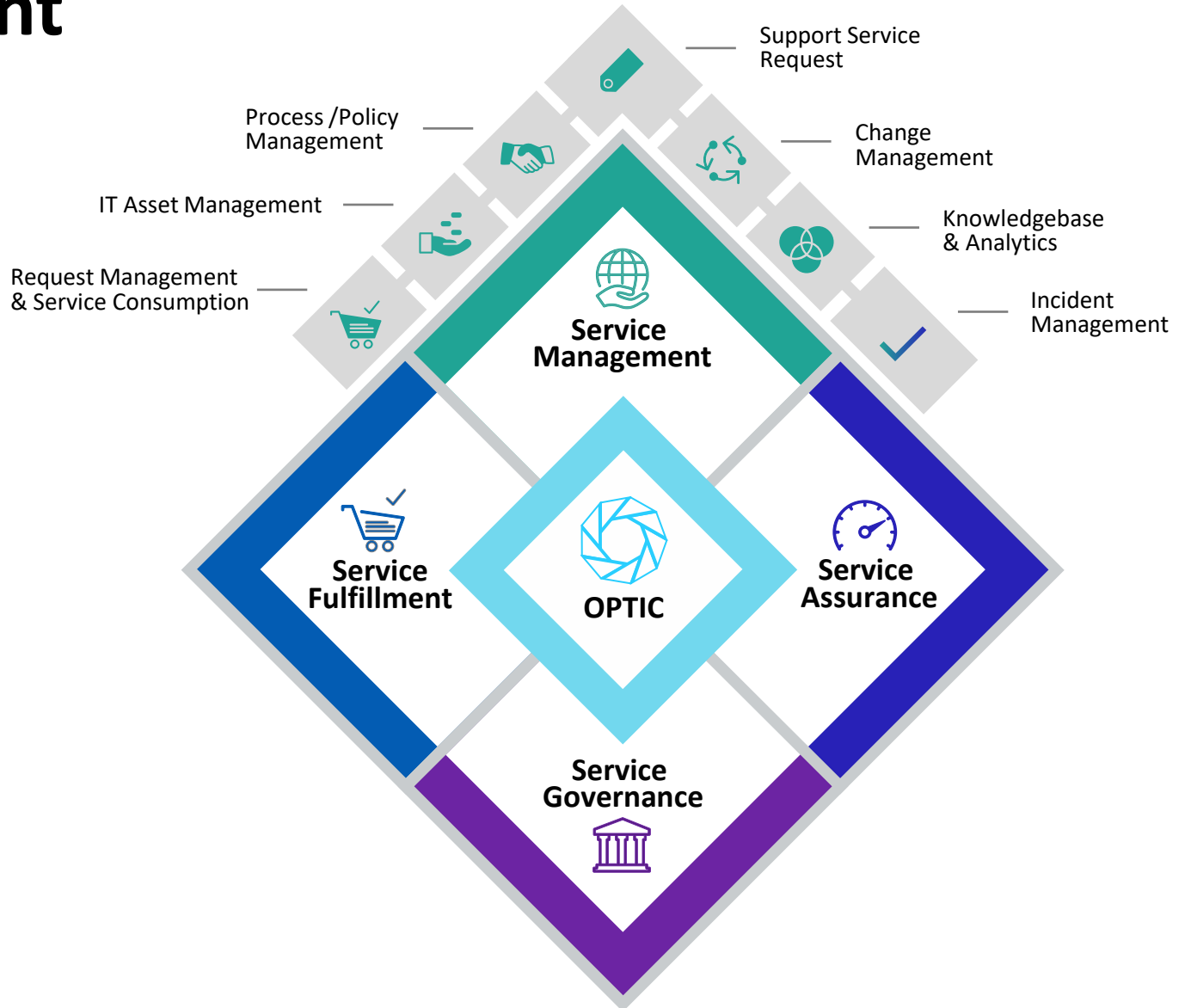
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Source: The Forrester Wave™:
Hybrid Cloud Management, Q4 2020
– by Tracy Woo
– November 30, 2020 – #157479



Service Management

Functional components

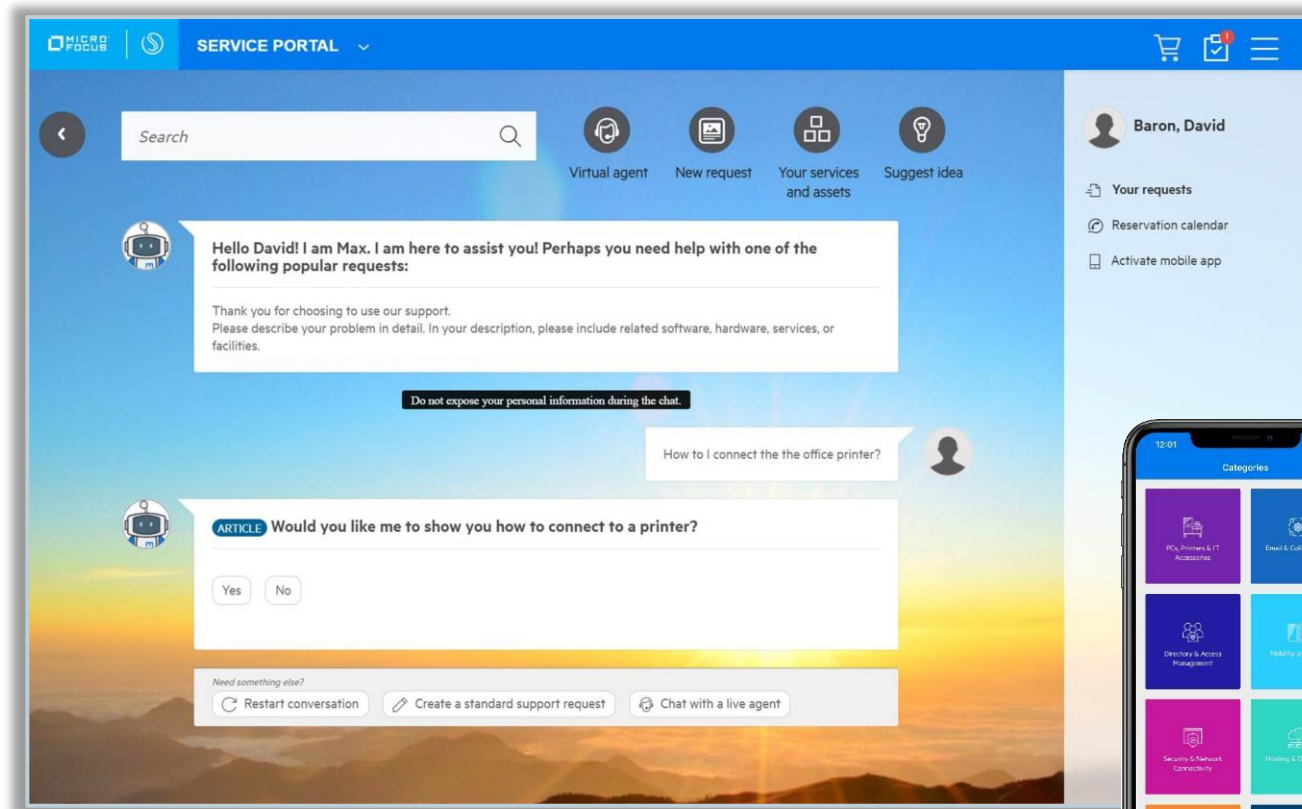


The digital store-front for IT.

- Self-service portal integrated with request management
- Automation for workflows and problem resolution
- Intelligence to improve change management



Service Management



Challenges:

- Multiple interfaces and request processes for users to navigate
- Difficult for staff to manage all requests and process flows
- Manual service management can't satisfy demand for self-service

Working with us you'll:

- Satisfy users without burdening IT staff
- Automate responses with virtual agents - powered by machine learning



Service Management Capabilities

SMAX

Single portal for all services for both business and IT

Quickly see patterns of recurring incidents via **hot topic analytics**

Change management analytics lets you understand the impact of potential changes

Smart is standard with **built-in, unlimited AI**

24/7 smart virtual agents respond instantly & reduce staff workload

Tune your business processes and easily upgrade to new capabilities with **codeless configuration**

Universal Discovery and UCMDB

Automated, real-time discovery allows change management to be based on your actual state

Operations Orchestration and Robotic Process Automation

Full orchestration (with content library) enables automation of complete actions/processes

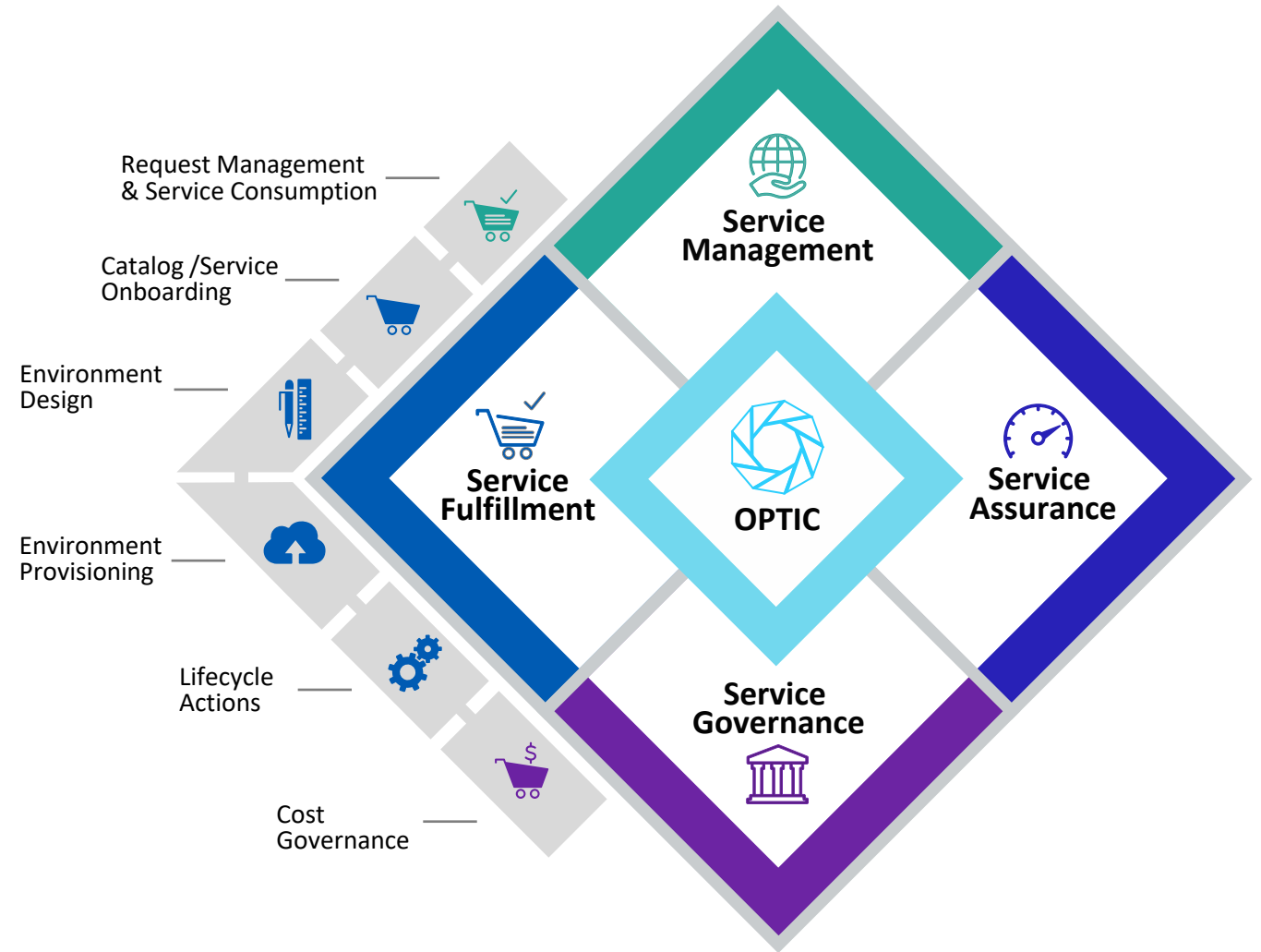


Service Fulfillment

Functional components

The multi-cloud resource vending machine.

- Simplify service consumption
- Self-service deployment and management
- Act as guardrails for utilization





Service Fulfillment

The screenshot displays a cloud service catalog interface. At the top, there is a search bar with the text "Search in Compute Services" and a dropdown menu for "Compute Services". Below the search bar, the main content area is titled "COMPUTE SERVICES" and lists several service offerings. Each offering includes a logo, a title, a description, and a "REQUEST SERVICE" button. The offerings are:

- Google Cloud Compute Instance** (SIMPLE SYSTEM): Google Cloud Compute Instance. Price: \$ 102.62 + \$ 98.53 / mo.
- Nutanix - Deploy VM Instance** (SIMPLE SYSTEM): Nutanix - Deploy VM. Price: \$ 23.46 + \$ 12.87 / wk.
- vCenter Compute with Basic Options** (SIMPLE SYSTEM): This sequenced model integration demonstrates how to deploy virtual machines using VMWare v... Price: \$ 58.94 + \$ 45.21 / mo.
- AWS EC2 Compute Advanced** (SIMPLE SYSTEM): This Service Design provisions Amazon EC2 On Demand Instance. Price: \$ 285.93 + \$ 237.35 / mo.
- Microsoft Azure Compute -Advanced** (SIMPLE SYSTEM): This Service Design can be used to deploy VM in Microsoft Azure/AzureStack with Advanced Opti... Price: € 105.86 + € 92.52 / mo.
- Oracle Cloud - Deploy Instance** (SIMPLE SYSTEM): Addon features in Public Action.

On the right side of the interface, there is a sidebar with sections for "Your requests", "RECENT OFFERINGS", and "QUESTIONS". The "RECENT OFFERINGS" section lists:

- MSSQL DB Server - [Powered by vCenter] - 2.0.0 (APRIL 12 2020)
- MySQL - Powered by Microsoft Azure - Demo (APRIL 12 2020)
- WordPress Application Service - [Powered by AWS] - 1.0.0 (APRIL 12 2020)
- MySQL - [Powered by Microsoft Azure] - 1.0.0 (APRIL 12 2020)

The "QUESTIONS" section has a question: "Do I really need to install Afaria?".

Challenges:

- Resource delivery slowed by hybrid complexity
- Public cloud becomes the default, often leading to overspending
- Private cloud lags, becoming less attractive

Working with us you'll:

- Design/deploy services that run on any cloud
- Let users quickly self-serve, best-fit services
- Act as guardrails to direct cloud spending



Service Fulfillment Capabilities

Hybrid Cloud Management X

Use an **adaptive designer** to move beyond rigid templates to deploy a wide range of environments

Preselect and **immediately offer resources** with a **streamlined catalog**

View and track deployed resources across clouds and datacenters

Focus cloud spending with **rule-based governance** and **cost-saving recommendations**

Operations Orchestration

Automate deployments and ongoing “day two” management with a **master orchestrator**

Universal Discovery and UCMDB

Automated, real-time discovery allows change management to be based on your actual state

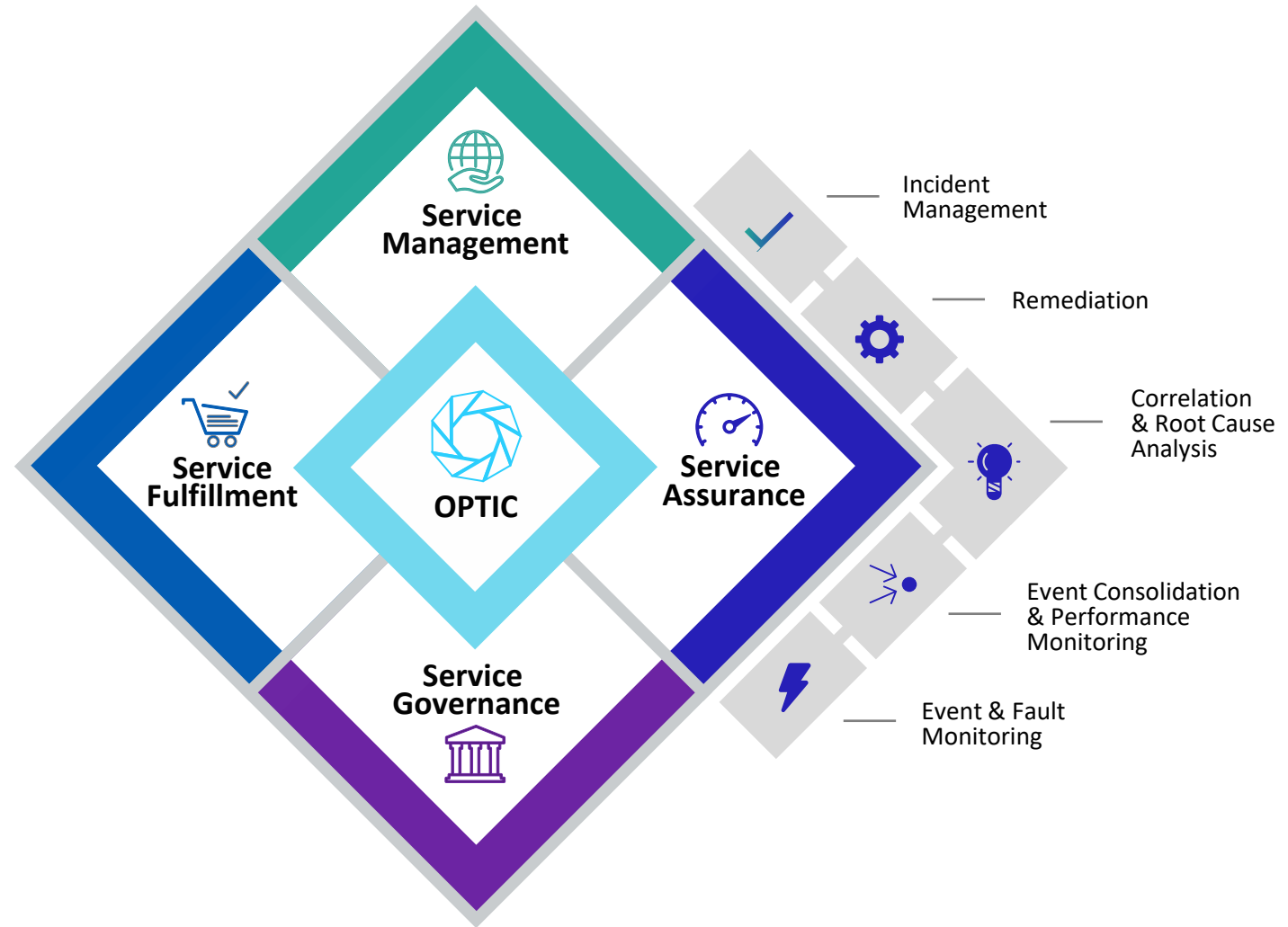


Service Assurance

Functional components

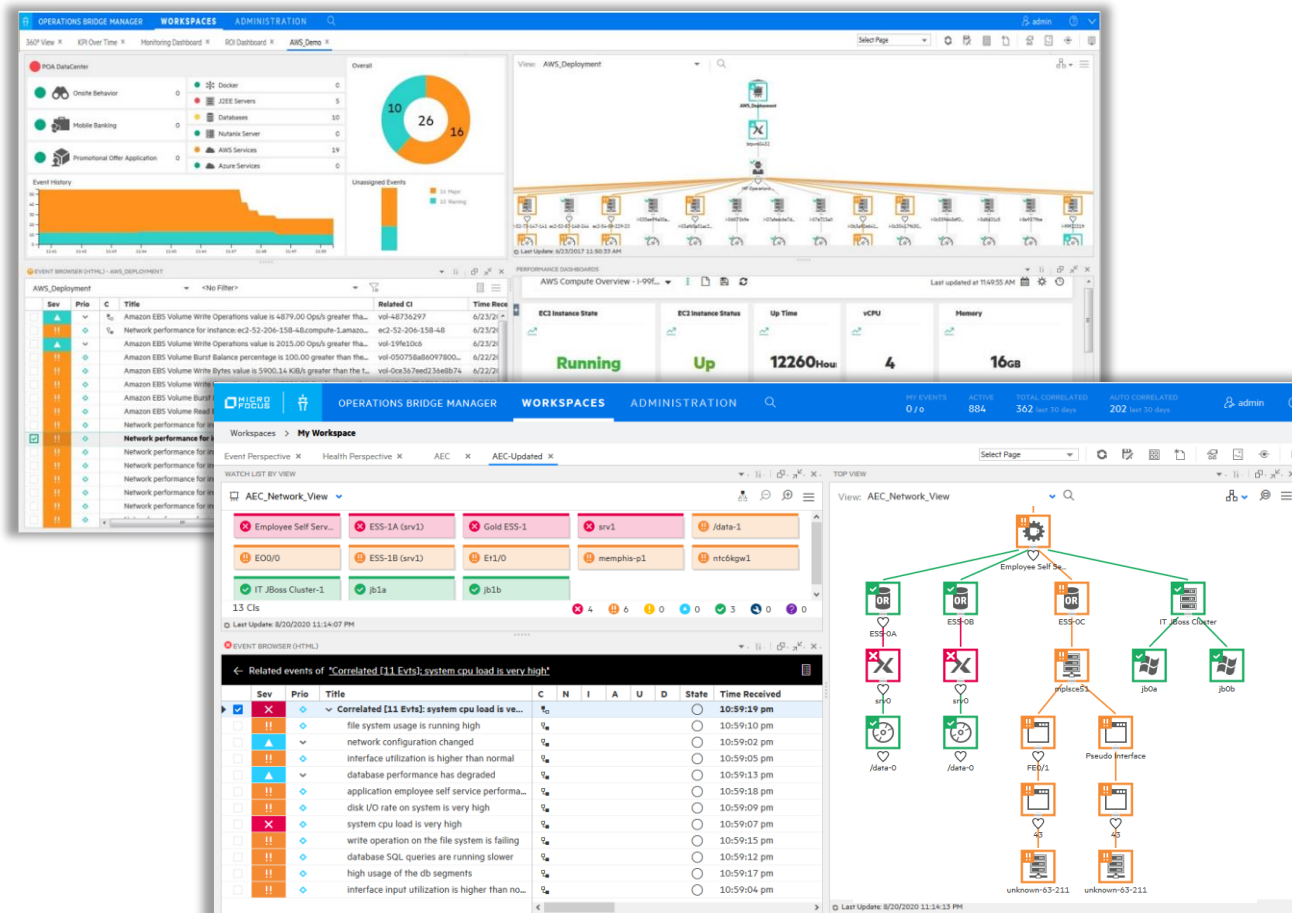
Full-Stack AIOps - automated discovery, monitoring and remediation.

- Regain full observability—from multi-cloud to mainframe—with automatic discovery and monitoring
- Discover and monitor service status across complex environments
- Detect and fix problems faster with analytics and automation
- Align IT effort and demonstrate value to business stakeholders





Service Assurance



Challenges:

- Monitoring and resolving problems across hybrid boundaries is difficult
- Traditional monitoring tools can't cope with the explosion of events
- Poor user experience and manually-intensive troubleshooting

Working with us you'll:

- Proactively spot issues and automate remediation with AIOps
- Visualize the health of end-to-end services across clouds, containers & on-prem resources
- Reduce downtime and the cost of IT Ops



Service Assurance Capabilities

Operations Bridge

Monitor across **multi-cloud and on-prem** environments

Return services faster with **AIOps-enabled, root cause analysis** and **automated remediation**

Manage using an up-to-date, complete view of every service via **discovery with service mapping topology**

Real-time metric dashboards communicate IT and business metrics to stakeholders

Network Operations Management

Monitor and manage **multi-vendor networks** at massive scale

Unify network management across **200+ vendors** and **3700 devices**

Configure network devices for performance and to assure compliance

Operations Orchestration

Execute complete actions using integrations, process automation and robotics

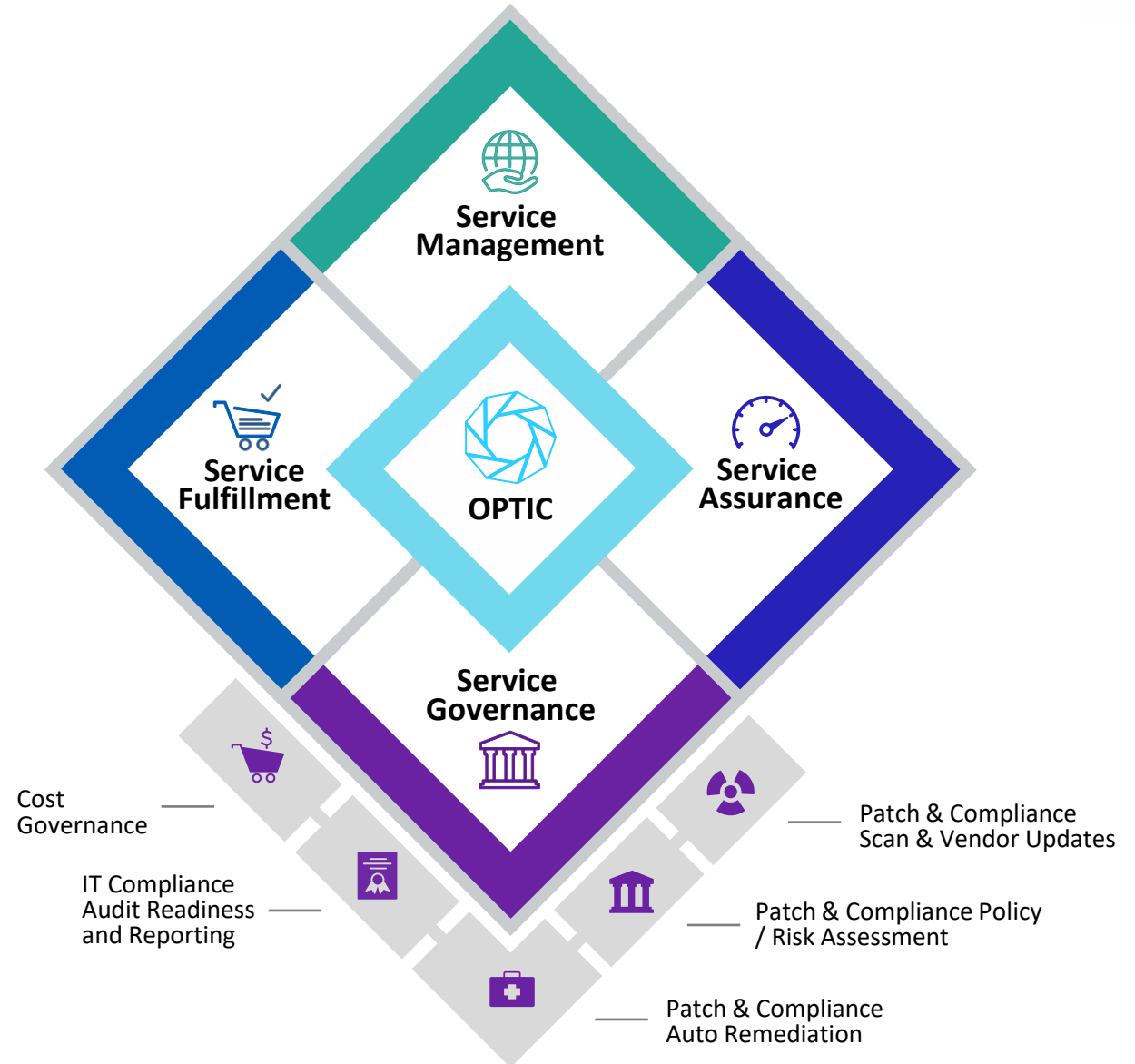


Service Governance

Functional components

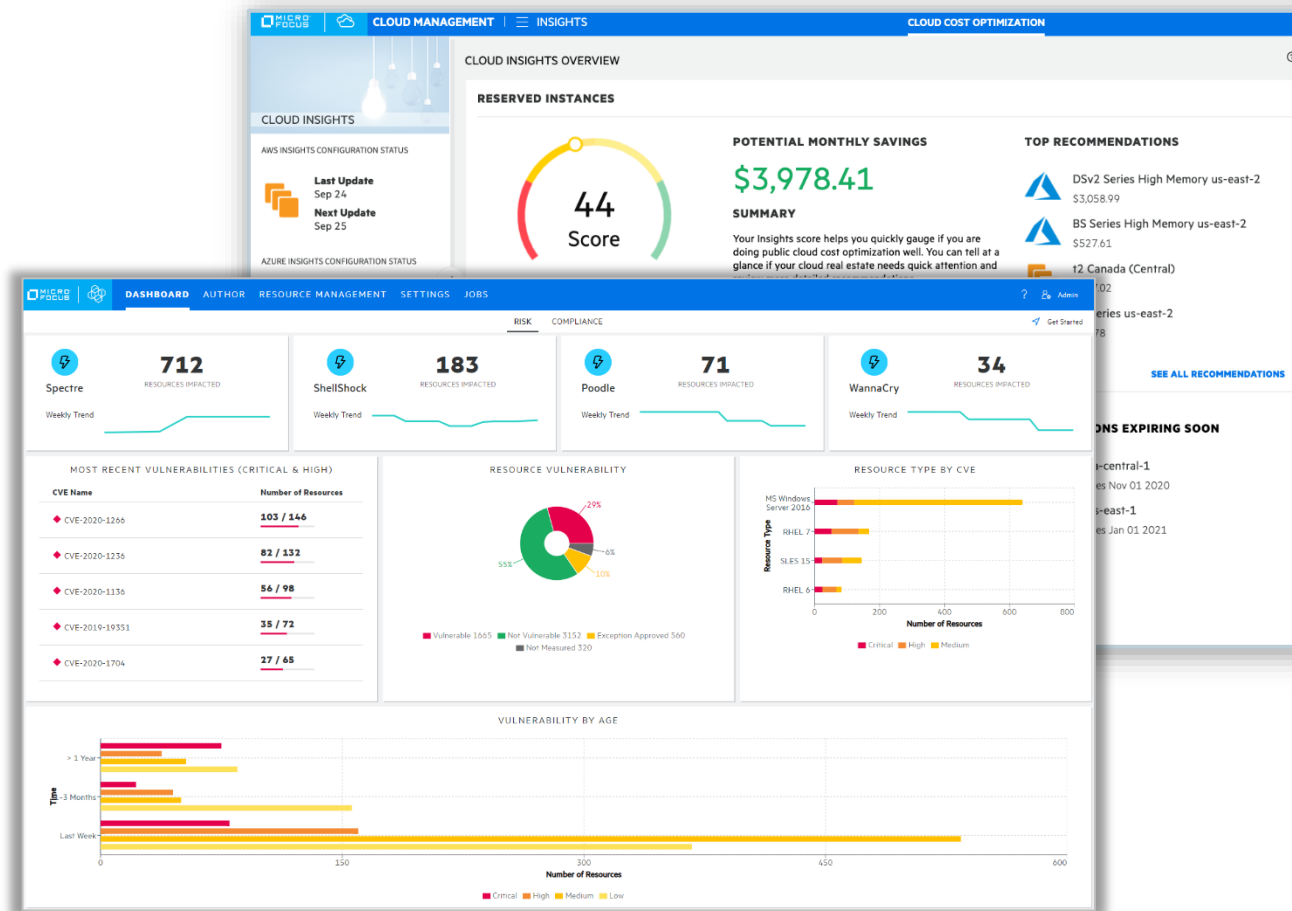
Transparent guard rails for IT.

- Identify and remediate service/server vulnerabilities
- Report on the patch compliance state
- Optimize cloud spending while identifying cost savings opportunities





Service Governance



Challenges:

- Multi-cloud and on-prem service complexity make compliance vulnerabilities hard to find
- Unexpected expenses from easily activated cloud service consumption

Working with us you'll:

- Adopt more consistent configuration and patching processes
- Maintain a more consistent patch compliance state for both datacenters and networks
- Focus cloud spending within departments and across your organization to avoid surprise billings



Service Governance Capabilities

Data Center Automation along with Network Operations Management

Continuous patch, configuration, and IT compliance management using out-of-the-box content

Policy-based vulnerability management using automated closed-loop remediation

Capacity and configuration modeling enable more effective planning

Hybrid Cloud Management X

Focus cloud spending and utilization with rule-based governance, cost-saving recommendations and budget management

Operations Orchestration

Execute complete actions including remediation, using integrations, process automation and robotics



Case Study: Istanbul Grand Airport

Challenges:

- Resource delivery project to support internal departments as well as all on-airport businesses, airlines and facilities
- Large IT environment: 750 IT rooms, 3 datacenters, 5,000 servers, 6,500 network devices, and 40,000 IoT devices

Solution:

- On-demand private cloud resource provisioning
- Server provisioning with patch compliance including full software stack delivery
- Monitoring across cloud and datacenters with AIOps event correlation and automated remediation
- Network monitoring and management
- Real-time discovery of configuration items including topology

Result:

- **Accelerated service delivery by 12 times**
- **Increased productivity of IT administrators by 80%**
- 100,000 health datapoints analyzed and actioned each hour with 150,000 key metrics monitored





Case Study: Zurich Airport

Zurich Airport is the largest international airport in Switzerland and the principal hub of Swiss International Air Lines.



Leveraging SMAX industry-leading integration capabilities to create a robust service management foundation shortens resolution times and improves efficiency.

Challenge

Introduce a solid IT service management foundation to gain transparency for improved and faster issue resolution and service fulfilment

Program Factors

- IT ticketing in place but structured ITSM was required to offer integrations and comprehensive overview of systems, interfaces, processes and data
- Integrated infrastructure monitoring with SMAX to automatically update, resolve, and close tickets raised by system alerts, without any manual intervention.
- Integration between SMAX and SAP system means all organizational changes are now instantly reflected in SMAX
- SMAX tracks all configuration items (CIs) from the CMS system

Solution

Micro Focus SMAX and Micro Focus UCMDB, deployment support from Micro Focus Professional Services

Success Factors

- ITIL-certified best practices to streamline IT and non-IT processes
- Full integration capabilities for **monitoring and alarm systems** reduces MTTR
- Live Support drives faster resolution time
- High user adoption and satisfaction with self-service options and intelligent search
- Faster IT service fulfilment through standardization and automation

“SMAX provided the integration capabilities we needed and supports our ITIL-driven processes for full governance. We can also see the potential for operational cost savings.”

CHRISTOPH DÜGGELI

Team Leader IT Service Management
Zurich Airport



Case Study:

accenture

Challenges:

- No transparency or overall control of service health with clients who employed up to 100 separate tools across ops
- Unexpected outages difficult to identify and rectify
- Complex environments, hard to integrate

Solution:

- Monitoring across cloud and datacenters with AIOps correlation and automated remediation

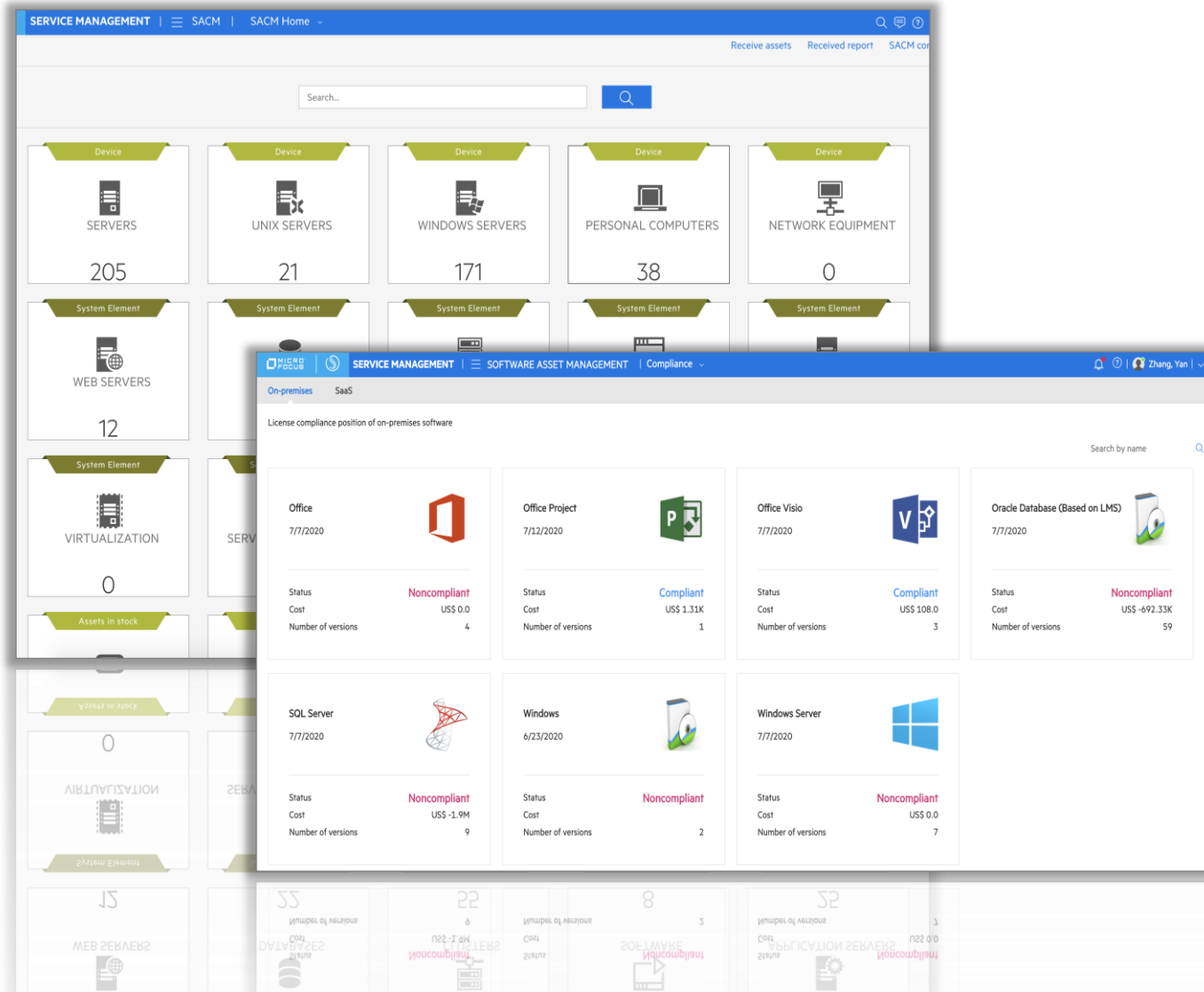
Result:

- **More efficient monitoring and remediation process reduced incidents from 25-30%**
- Event correlation from multiple sources
- Common management platform with proven APIs and integrations across vendors / environments
- Complete transparency into health and performance of the end-to-end infrastructure supporting each service or application
- Customizable real-time dashboards inform stakeholders





Announcing IT Asset Management - AMX

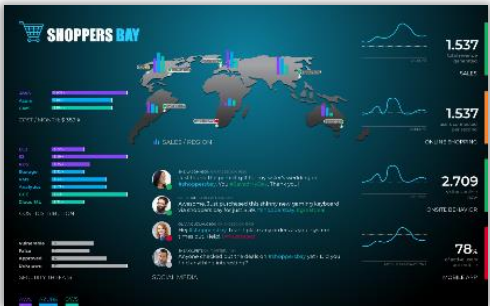
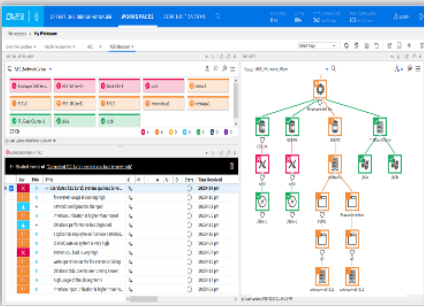
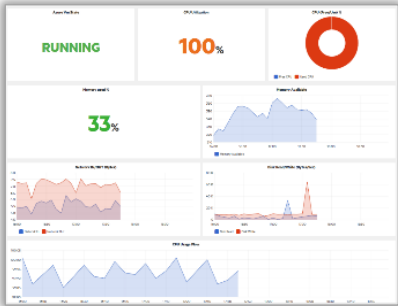
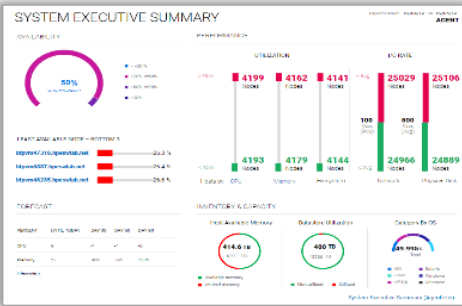
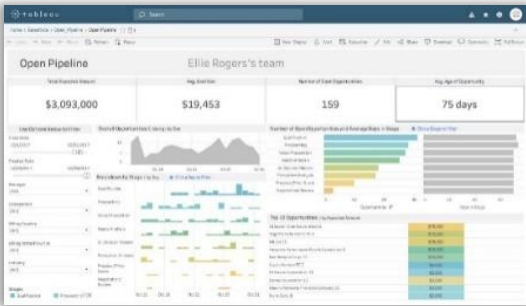


- IT asset management for hardware and software
- Reduce hardware costs by managing the asset lifecycle
- Streamline software audits by ensuring license contract compliance



OPTIC Data Lake

Common data model and shared repository (formerly known as COSO)
integral to Ops Bridge, NOM & DCA



Bring-Your-Own-BI

Cross-Domain Reporting

Problem Isolation

Analytics - Auto Event Correlation

Dashboards

Automatic Event Correlation

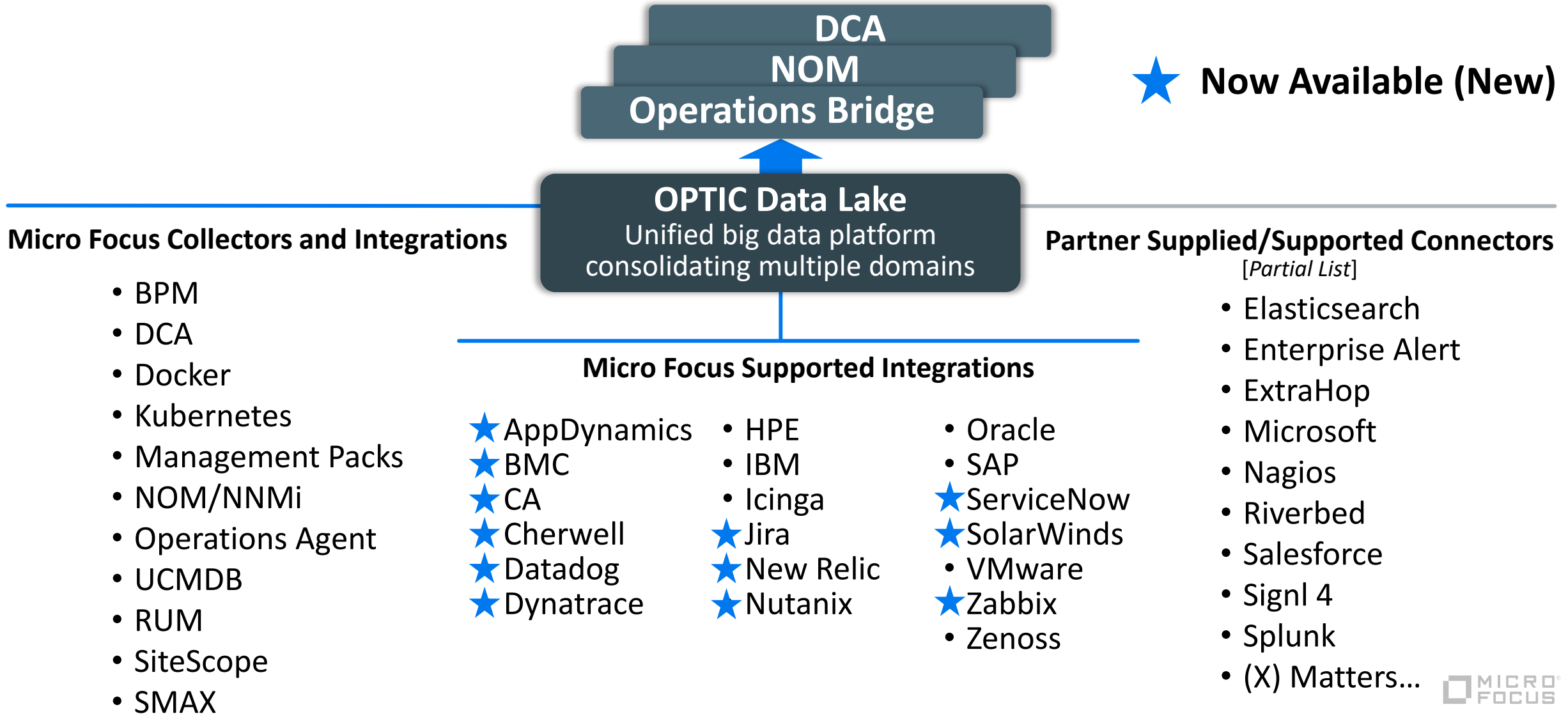
Cross Domain Reporting and Analytics

Open Access Data Platform



The Broadest Set of Connectors in the Industry

OPTIC Data Lake normalizes your data, enabling rapid, scalable analytics

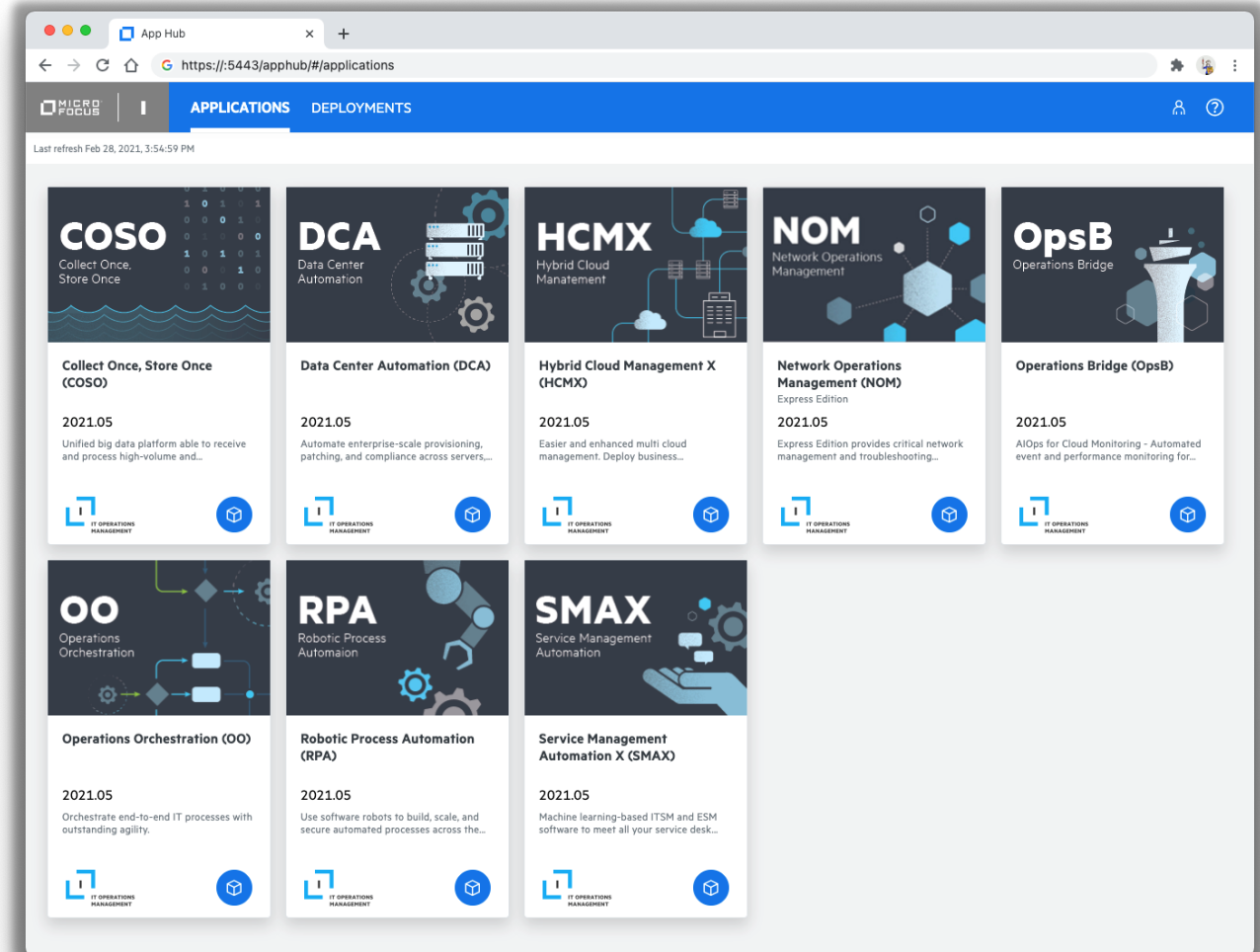




Introducing the OPTIC AppHub

A common portal to deploy, optimize, and manage ITOM applications

- Quick, consistent day-1 installation and configuration
- Centralize day-2 operations to manage upgrades rollbacks and scale-out
- Enables multiple product deployments with shared services
- Helm Compatible (CLI) for DevOps and automated use cases



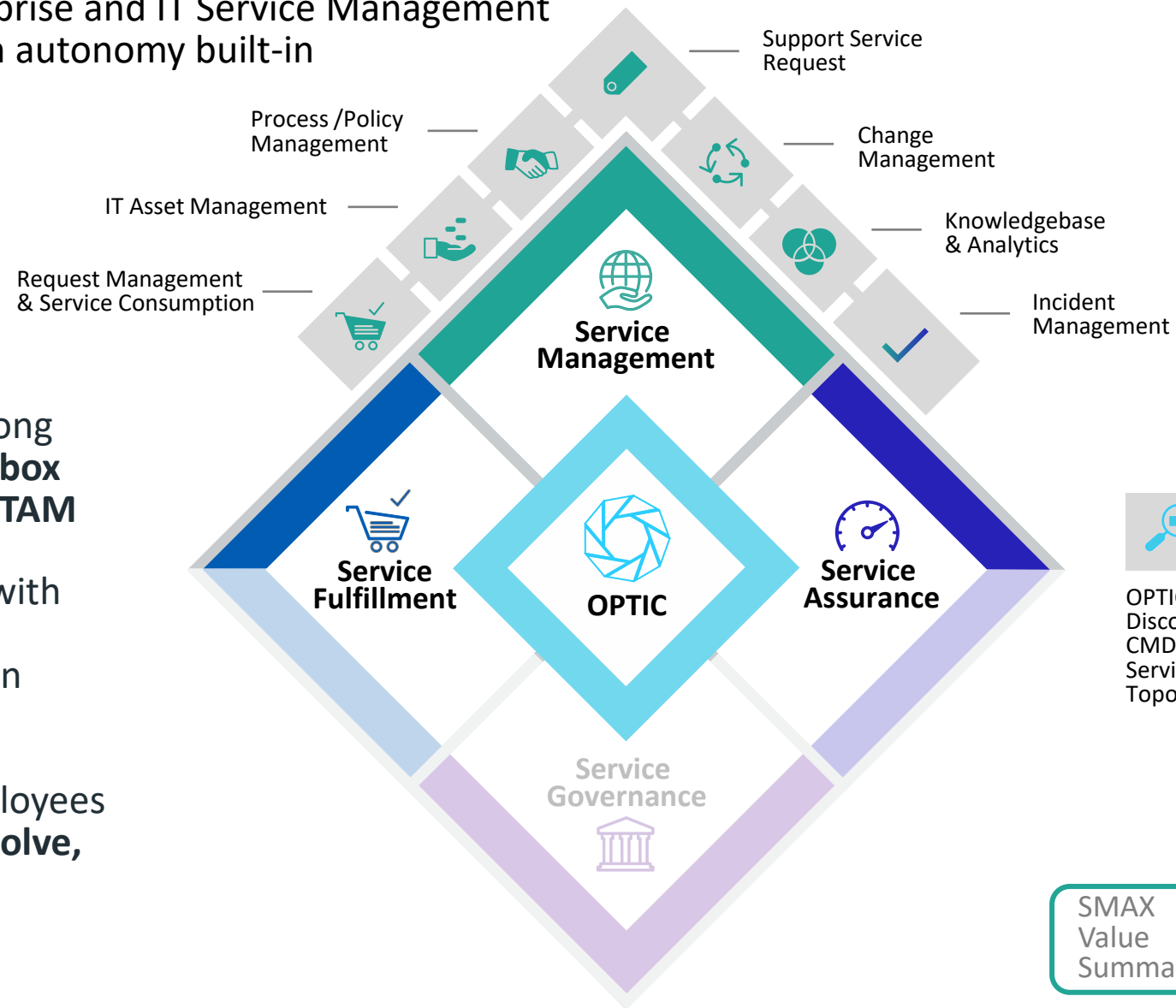
First release with NOM, OpsB, DCA




Service Management Automation X (SMAX)

Machine-learning-based Enterprise and IT Service Management and IT Asset Management with autonomy built-in

- Simplify work and unburden agents with **automated and proactive resolution** based on **built-in AI**
- Deliver services efficiently along the lifecycle with **out-of-the-box best practices for ITSM and ITAM**
- Increase business resilience with **codeless configurations** that empower the business to own their process workflows
- Simplify use and delight employees with **self-service and self-resolve**, based on **built-in AI**



SMAX	OPSB
HCMX	NOM
UD/CMDB	DCA
	OO/RPA


 OPTIC
 Discovery,
 CMDB &
 Service
 Topology

SMAX
 Value
 Summary 





What Sets SMAX Apart



Embedded AI – Built-In, Not Bolted-On

- No extra licensing fees nor configuration hassles for AI
- Advanced automated change risk scoring and proactive change organization suggestions
- Proactive knowledge creation suggestions, suggested incident correlation and virtual agents



Entirely Codeless Configuration

- Escape endless implementation cycles and expensive upgrades
- Avoid tool customizations and technical debt, get quickly to value
- Autonomy to business process owners to manage their services
- Automatic, seamless upgrades
- Machine learning and AI capabilities do not break after upgrades



Lowest TCO

- Flexible deployment – SaaS, on-prem, AWS, Azure, and GCP
- Flexible licensing: named and concurrent users, license units
- Natively built-in CMDB, cloud management, discovery and automation
- Increase the efficiency of service teams and elevate end-user adoption



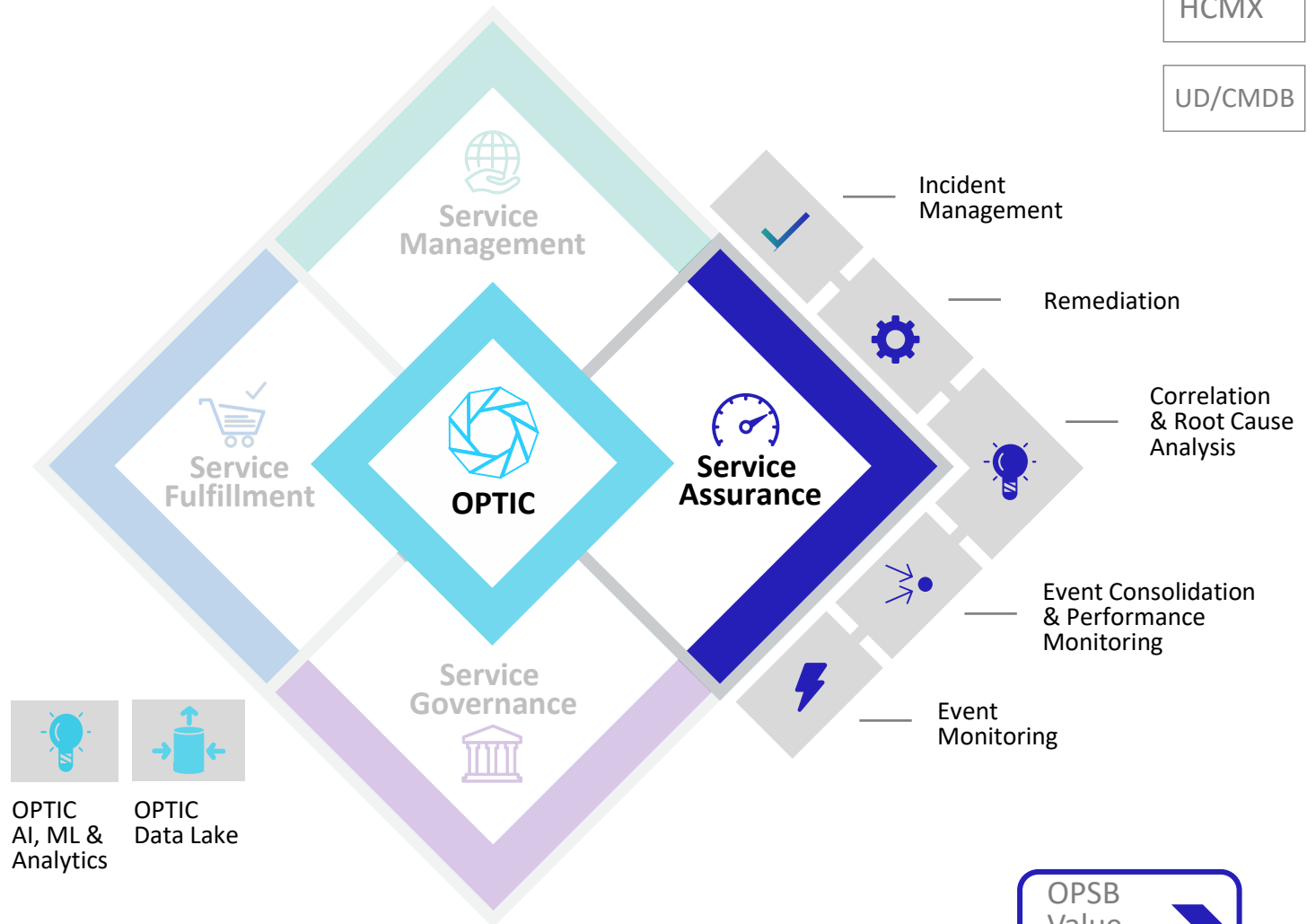


Operations Bridge (OPSB)

Full-Stack AIOps from On-Prem to Cloud

SMAX	OPSB
HCMX	NOM
UD/CMDB	DCA
	OO/RPA

- **Automatically discover and monitor all services** from mainframe to cloud
- Reduce event noise and detect problems faster with **machine learning-based analytics**
- **Remediate problems** with the included library of automated actions
- **Visualize and communicate your business status in real-time** with intuitive dashboards and cross-domain reporting





What Sets Operations Bridge Apart



Multi-Domain Monitoring & Consolidation

- Agent and agentless collection across apps, networks, servers
- Collection of all data types (logs, events, metrics, change)
- From traditional to multi-cloud and containers, 200+ integrations



High Performing Machine Learning and Analytics

- Single data lake architecture built on Vertica
- Full open-box for customization
- Zero configuration, real-time streaming and historical analysis across all data types
- Support for MF and 3rd party data



Automated Remediation

- Thousands of OOTB workflows
- Drag and drop interface to build new workflows
- Improves MTTR by 60%
- Accelerates ROI, lowers costs, and improves efficiency

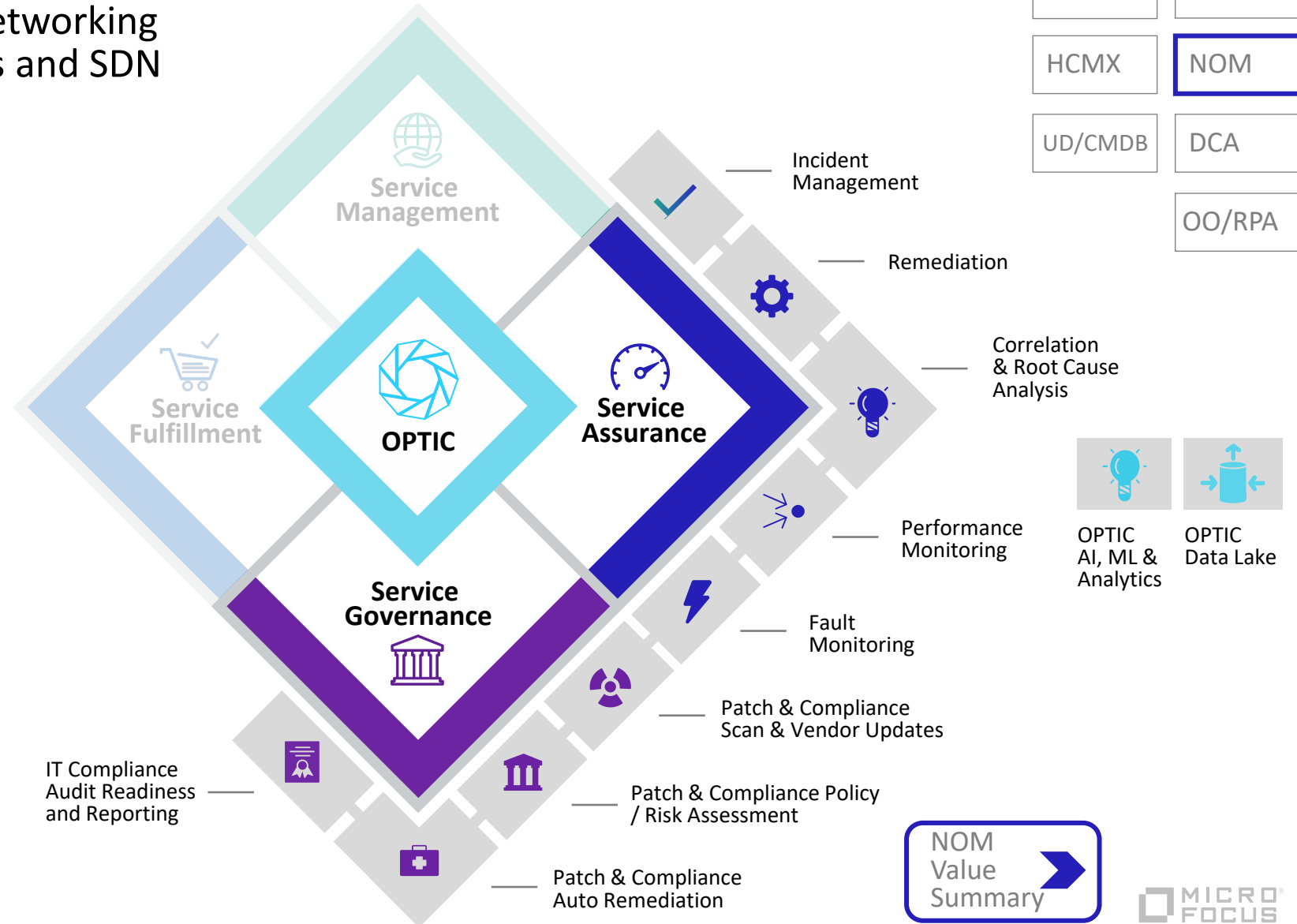




Network Operations Management (NOM)

Operate dynamic and secure networking across physical, virtual, wireless and SDN

- **Single view across multi-vendor networks** to monitor and manage SDN, virtual and physical network devices
- Speed problem solving with **real-time config-change events** overlaid on performance charts
- **Policy-based compliance with auto-remediation** reduces network vulnerabilities





What Sets NOM Apart



Unified Management

- Manage across your network whether physical, virtual, or SDN
- Combines configuration and performance data – no more silos
- Includes proactive risk management through real-time vulnerability identification and remediation



Scalability and Device Support

- Extreme scalability with 80K devices (monitoring) and 120K devices supported (configuration) per global domain
- Comprehensive device coverage - supporting more than 180 vendors and 3,400 devices delivering device support on a bi-monthly cadence



Lower TCO

- Solve common problems faster by visualizing the impact of configuration on network health
- Leverage built-in automation to enable operator productivity and increase engineering effectiveness by eliminating manual config maintenance

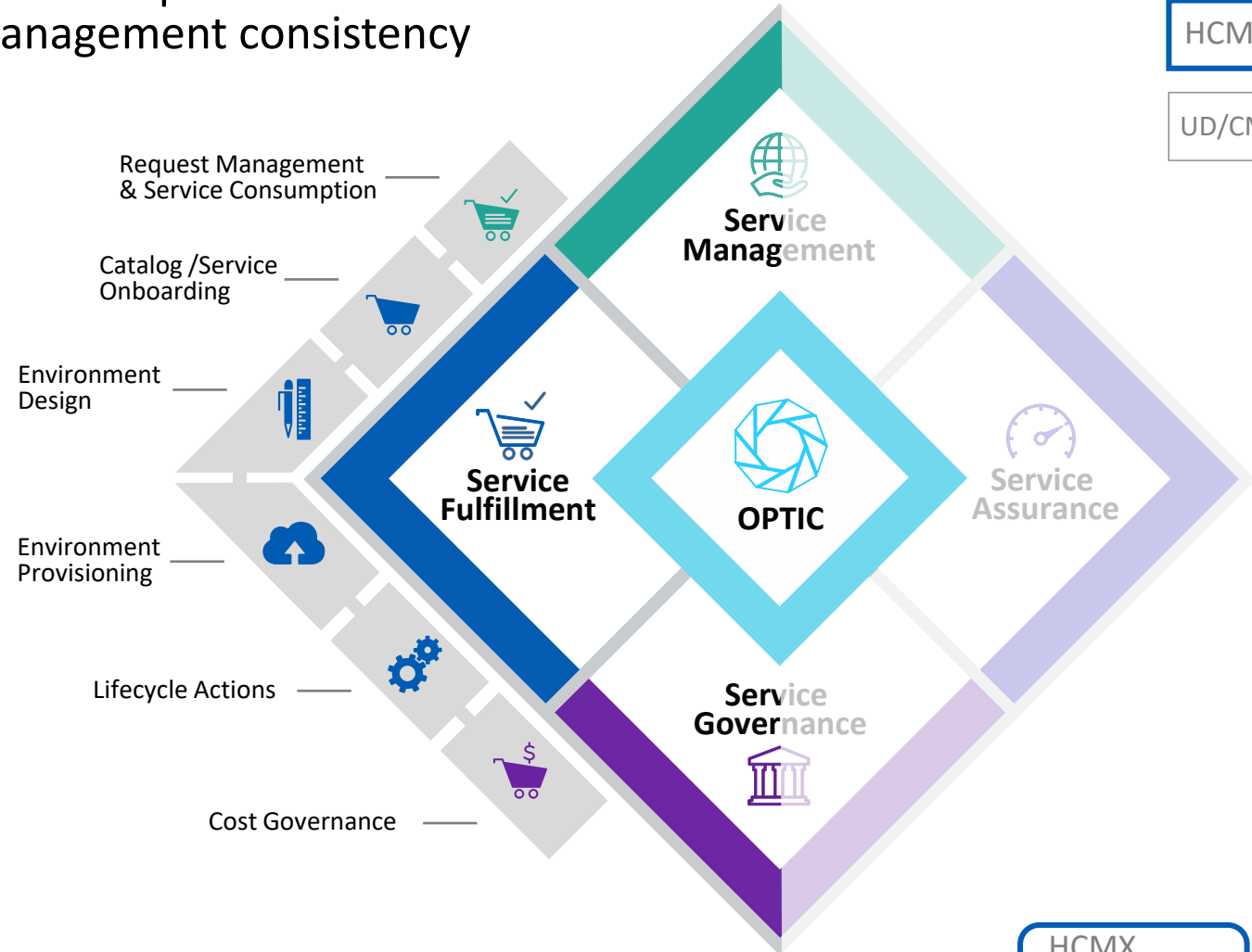




Hybrid Cloud Management X

Unify your multi-cloud and on-premises operations to speed-up provisioning and gain management consistency

- Speed deployment of services across hybrid IT with **powerful automation and OOTB content** – workflows and integrations
- Build solutions tailored to your business – from hybrid cloud components with **reusable blueprint designs**
- **Optimize your cloud spending** with governance capabilities and set **compliance guardrails**
- Empower your end-users and off-load IT admins with **AI-based self-service provisioning**



SMAX	OPSB
HCMX	NOM
UD/CMDB	DCA
	OO/RPA

HCMX Value Summary





What Sets HCMX Apart



Flexible Automation

- Adaptive, reusable service blueprint designs
- End-to-end orchestration reduces manual work
- 8,000+ workflows and a large library of integrations
- Graphical automation UI



Effective Cost Governance

- Rule-based compliance policies helps enforce standards
- Built-in, multi-level approvals
- Detailed cloud cost reports
- Auto-generated savings recommendations help lower cloud costs



AI-Based User Experience

- Easy self-service consumption increases user satisfaction
- Unified portal and catalog for all services
- AI-based search and virtual agent
- Mobile apps for iOS and Android

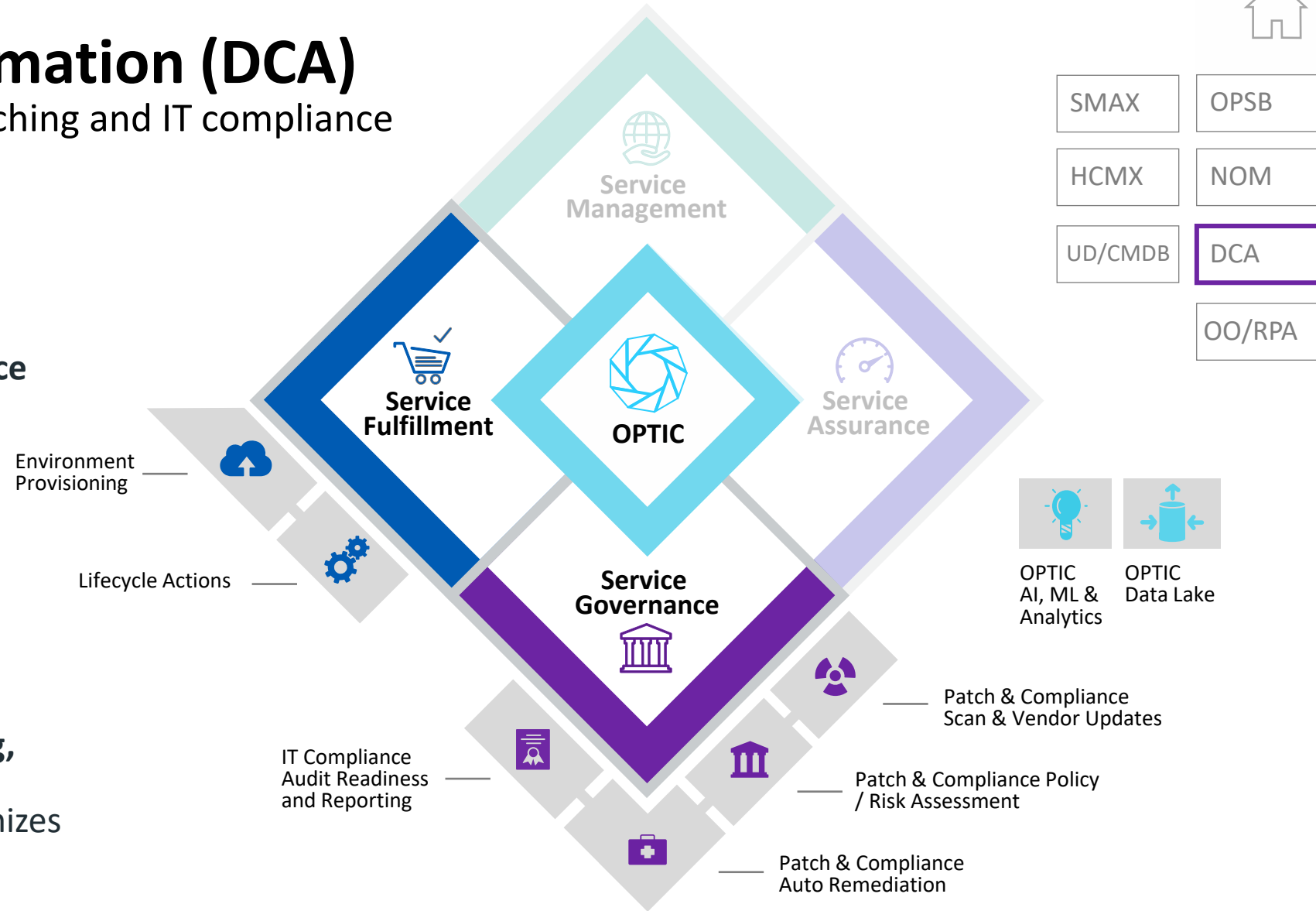




Data Center Automation (DCA)

Automate infrastructure patching and IT compliance at scale

- Service Level Objective (SLO) - driven **patch and compliance scan and remediation**
- Market-leading OOTB content for **regulatory, security, and IT compliance**
- Real-time **vulnerability risk and compliance dashboards**
- Enterprise-scale **provisioning, configuration and server lifecycle management** minimizes configuration drift





What Sets DCA Apart



Smarter Patching

- View security context of missing patches along with vendor patch data
- Risk and compliance dashboards to quickly assess and prioritize datacenter vulnerabilities
- SLO-based scan and remediation actions for an automated patching process



Continuous Compliance Management

- Robust out of the box compliance content with flexible patch bundles
- Regulatory, security, and internal IT compliance with automated remediation, allowing you to always be audit ready
- Orchestrated workflows for continuous compliance management



Enhanced Reporting and Integrations

- Discover and onboard existing managed resources
- Leverage business value dashboards or bring-your-own-BI (BYOBI) tool for custom reports
- Policy extensions and APIs make it easier to integrate DCA functionality with existing tools and processes

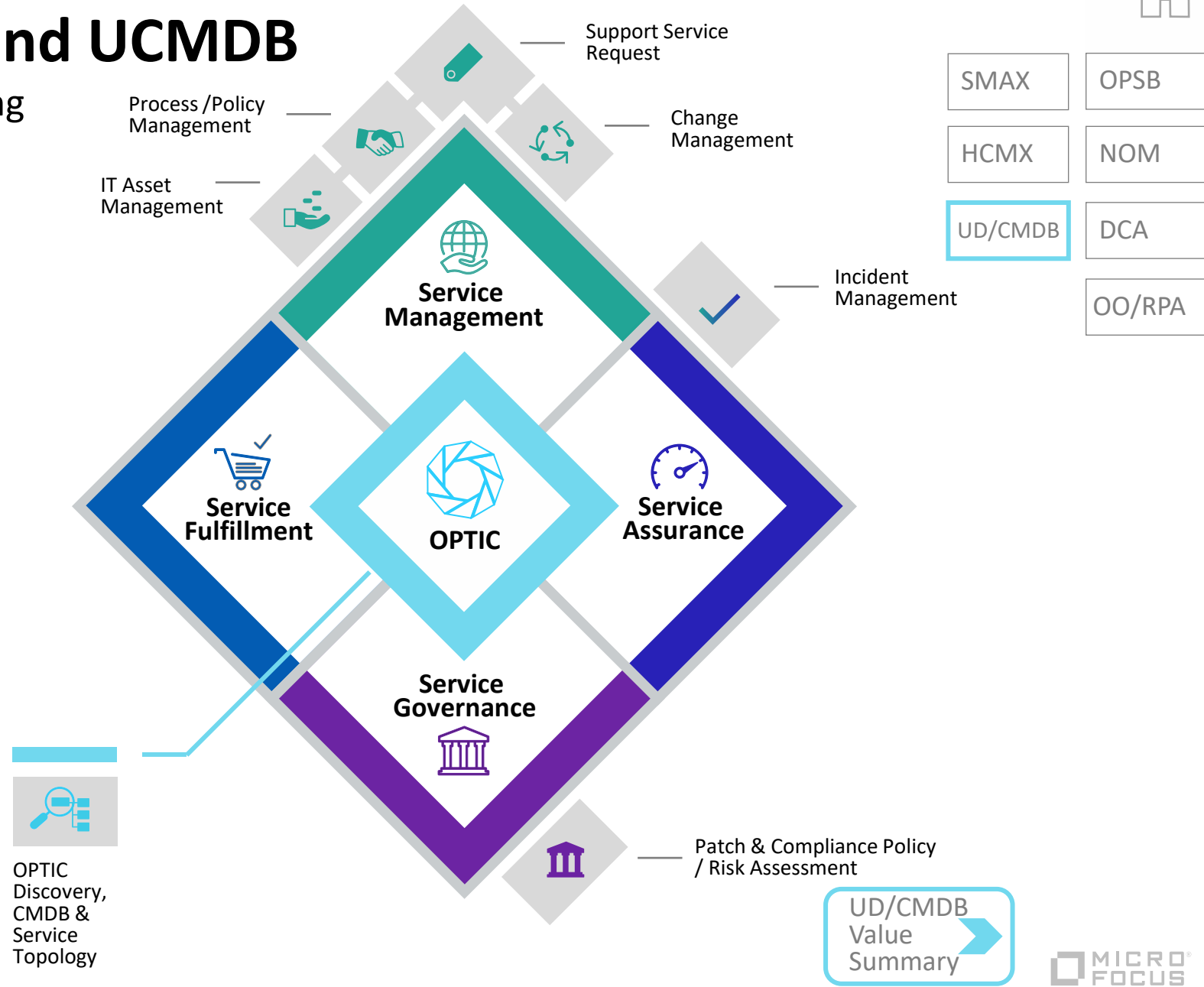




Universal Discovery and UCMDB

Discovery and dependency mapping across multi-cloud, hybrid IT

- Reduce risks of change by **discovering and mapping interdependencies** with proactive change impact analysis
- Resolve issues faster by **knowing how applications and services are delivered through infrastructure**
- Become more compliant by **tracking installed software and configurations**
- Manage and control asset costs by **inventorying all hardware and software**





What Sets Universal Discovery and UCMDB Apart



Unparalleled Discovery

- Only agentless, agent-based, or hybrid discovery method on the market
- Multi-cloud, private cloud, on-premises, virtualization, endpoint, and container discovery from a single platform



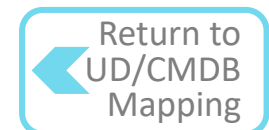
Open and Easily Integrated

- Supports and integrates with multiple Micro Focus solutions
- Out-of-the-box integrations with ServiceNow, BMC, & more
- REST APIs for customized integration
- Oracle LMS Verified product



Excellent ROI

- Enforce IT configuration compliance to avoid fines
- Reduced downtime with proactive impact analysis
- Faster MTTR of service interruptions through service mapping

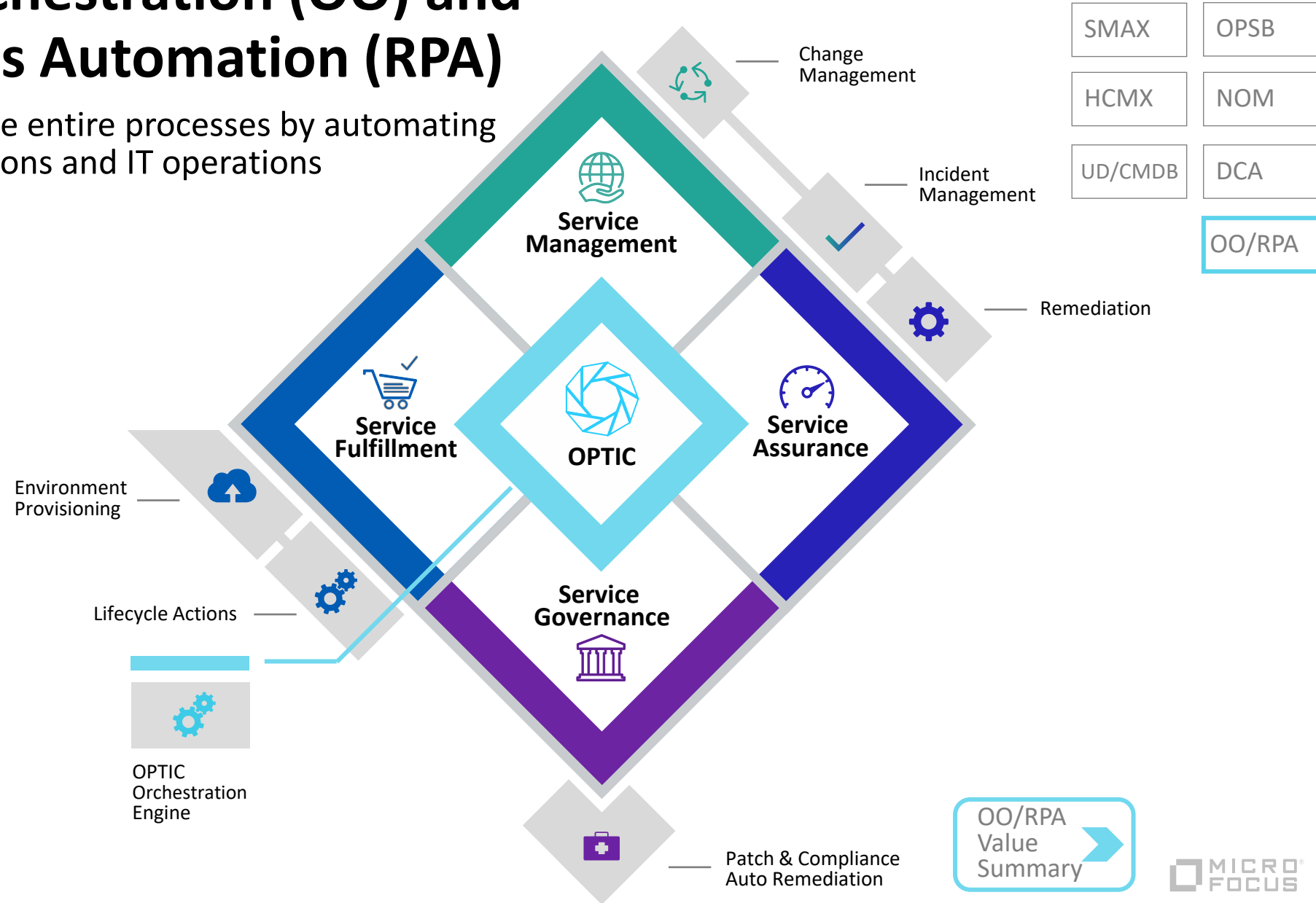




Operations Orchestration (OO) and Robotic Process Automation (RPA)

Automate and orchestrate entire processes by automating screen-based human actions and IT operations

- Run workflows with a **master orchestration engine** to achieve **integrations across diverse systems**
- Design automation in **one intuitive interface**
- Use **software robots** to mimic human-based screen actions





What Sets RPA and OO Apart



Powerful Orchestration

- Centralized orchestration, APIs, and 1,000s of out-of-the-box content flows/actions enable the automation of entire processes
- Screen-based automation can be easily combined with IT operations steps in one central management platform
- Scalable platform runs 1,000s of automated processes in parallel



Easy-to-Use Interface

- An intuitive web-based interface supports hybrid authoring with graphical and text authoring—record, design, debug, and edit in one interface
- Unique self-service portal allows users to trigger RPA processes securely



Resilient Robots

- Robots use attribute-based object recognition and AI-based machine learning to identify objects
- By recognizing change and automatically adapting, robots reduce maintenance effort, time and cost





Your Entire Enterprise Wins When Complexity is Addressed



You're able to accelerate application delivery from the Ops side

- Underpin your DevOps pipeline with production-ready, on-demand resources



You're better positioned to deliver operational and business insights

- Keep your IT contributions visible and business-aligned



Working with us, you can strengthen security and governance

- Reinforce and maintain your enterprise security posture through better IT compliance and network management





You Can Achieve Results Like These:



Service Management

Reducing the friction of service consumption...

- 90% reduction in service desk contact via phone or email
- 3 version upgrades in a year
- 20% reduction in handling time



Service Fulfillment

Meet resource demand at the speed of DevOps...

- Complex service delivery from 1 week to < 30 minutes
- 12x faster private cloud service delivery



Service Assurance

Bring clarity to problems and speed resolutions...

- 25-30% event reduction OOTB
- Priority 1 incidents down 80%
- 94% robotized remedial executions
- 50% faster MTTR for network



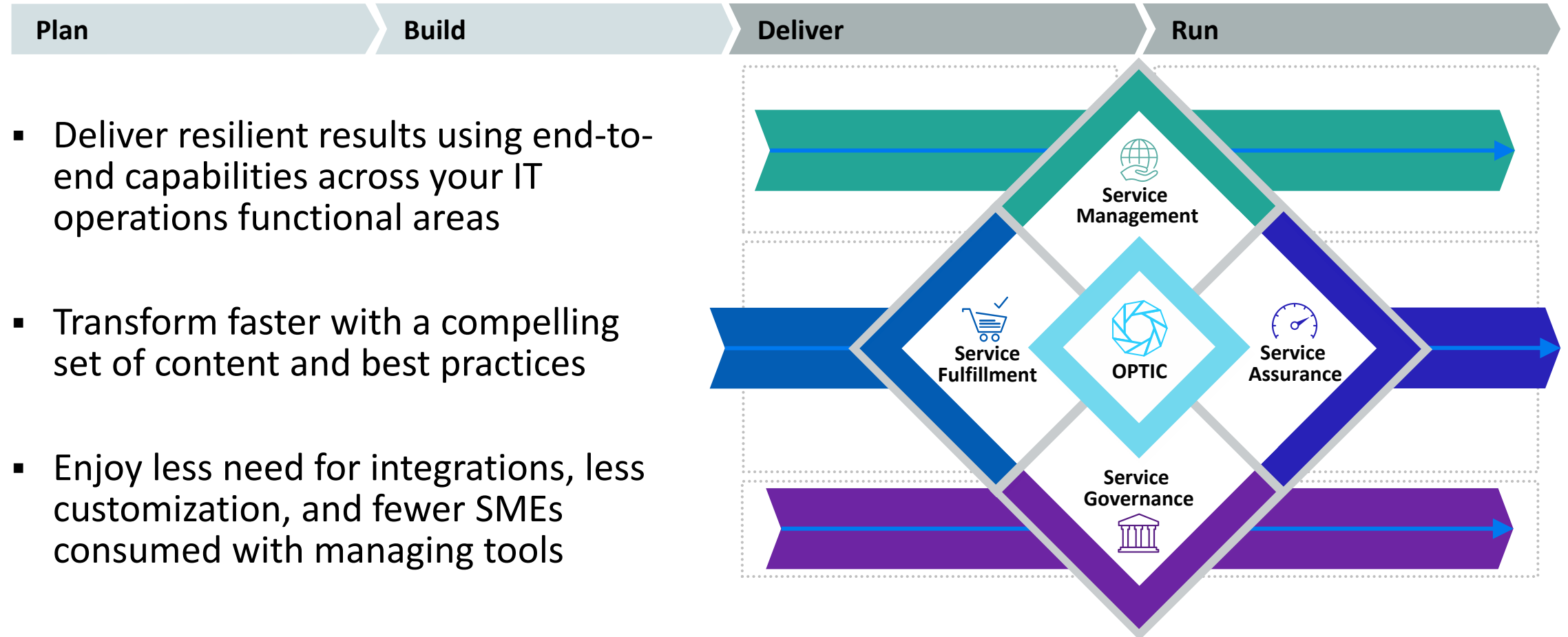
Service Governance

Re-assert the governance role of IT...

- Reduce network device info collection time by 30%
- Patch 15k+ services in 4 hours by 2 staff
- 100% coverage for production system patching and compliance



You'll Benefit From a Unified Approach to Transformation, Intelligence and Cloud



- Deliver resilient results using end-to-end capabilities across your IT operations functional areas
- Transform faster with a compelling set of content and best practices
- Enjoy less need for integrations, less customization, and fewer SMEs consumed with managing tools

Working With Us, You Can Simplify Your IT Transformation

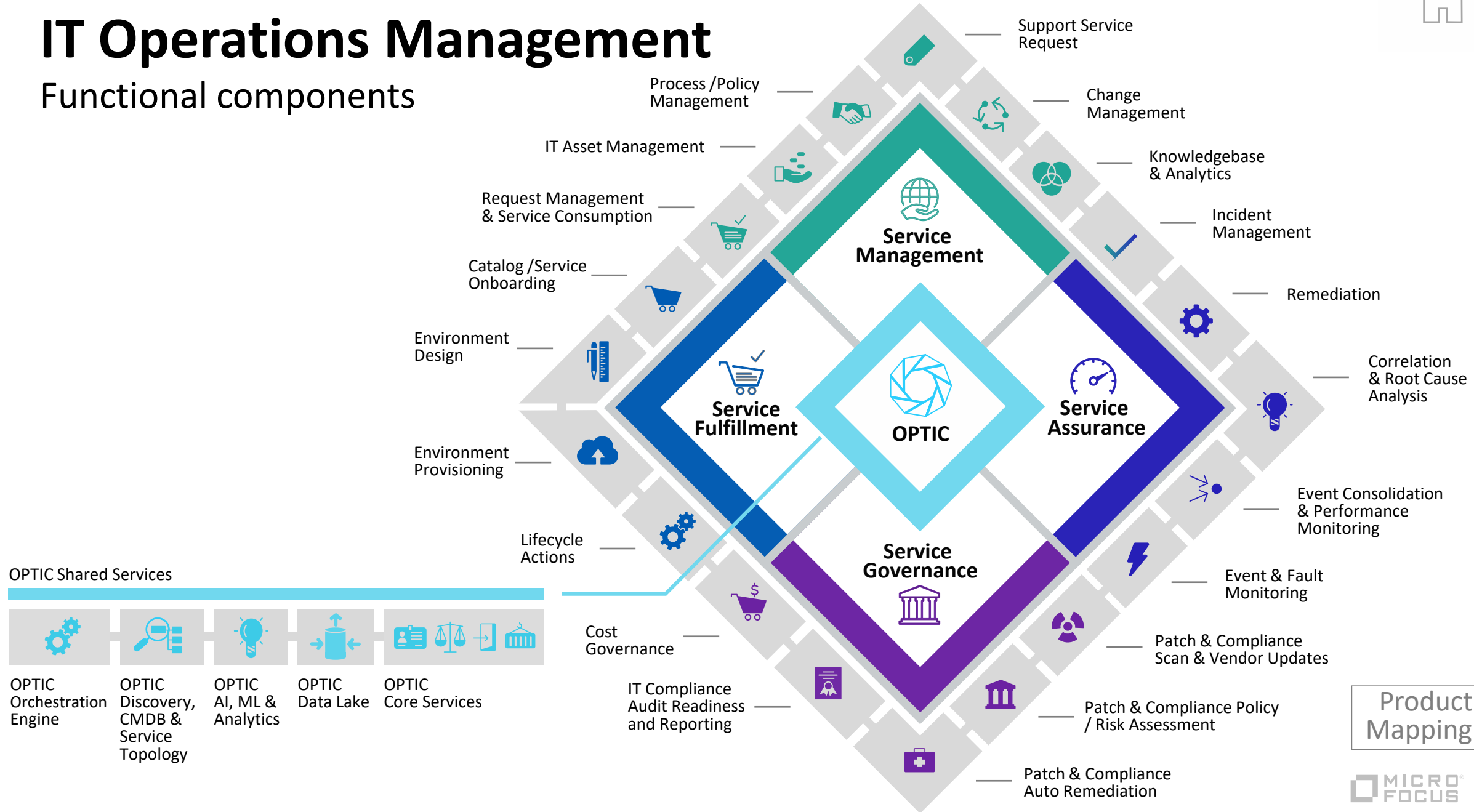
- The quickest, surest way for you to gain ground is to build on what already works
- Your needs are unique with your own path to digital transformation success
- Let us help you simplify the complexity of management within your context
- Transforming your organization with a service-driven approach to enable digital business success





IT Operations Management

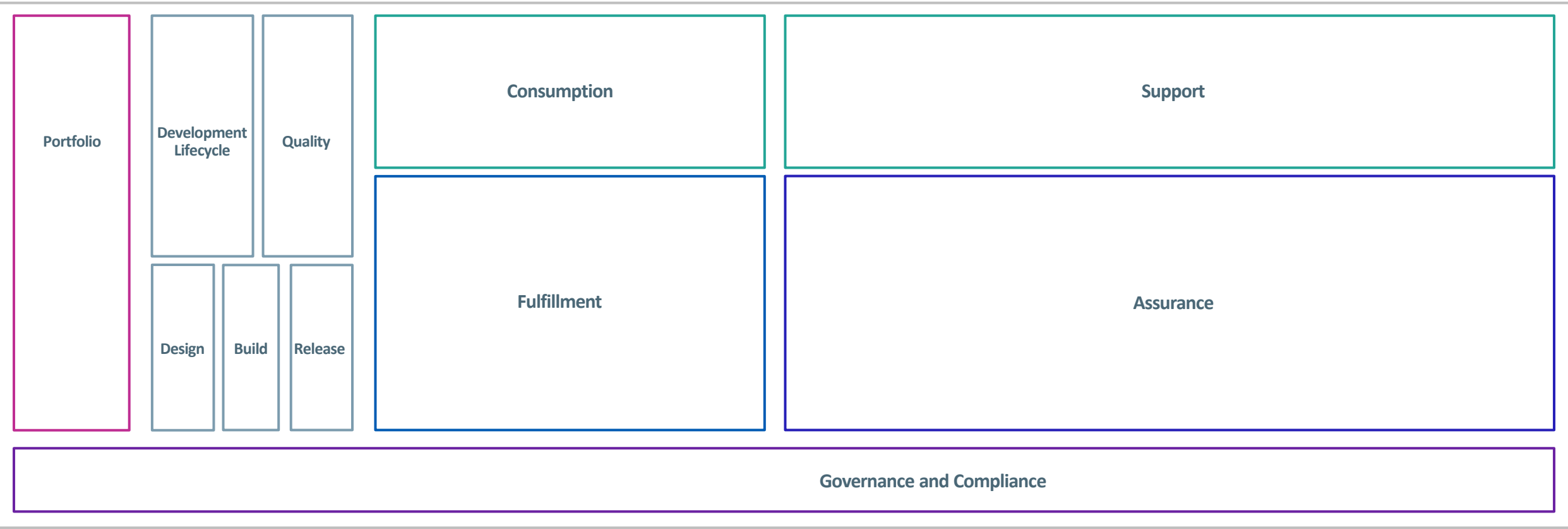
Functional components





IT4IT™-Aligned View of IT Operations Management

Plan Build | Test Deliver – Request to Fulfill Run – Detect to Correct





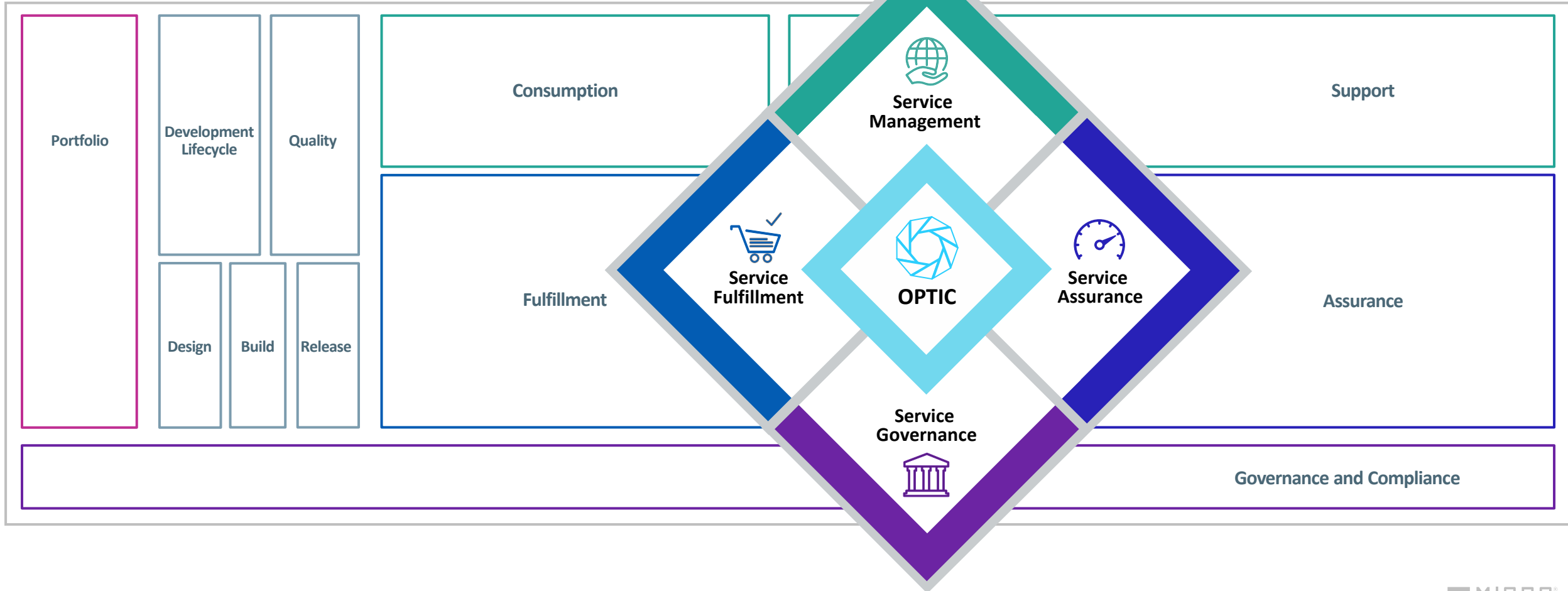
IT Operations Management Functional Areas

Plan

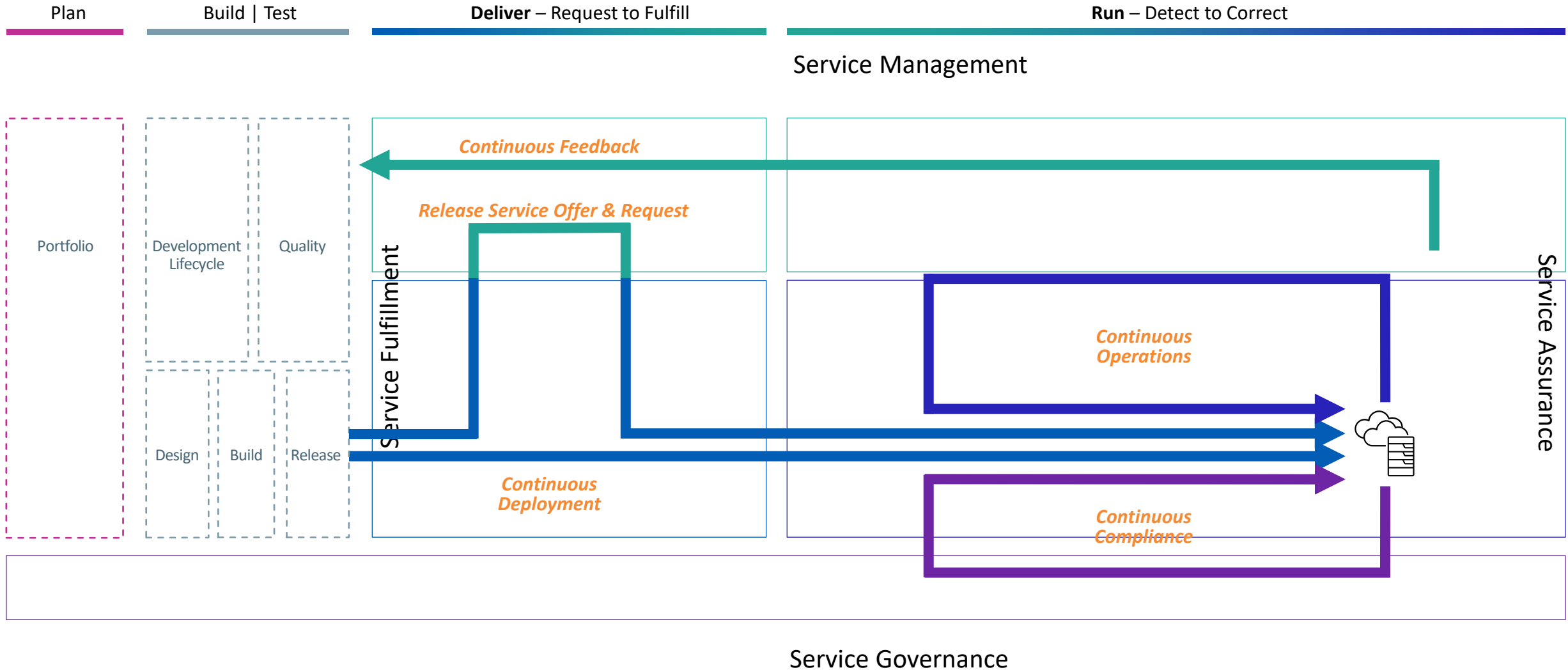
Build | Test

Deliver – Request to Fulfill

Run – Detect to Correct

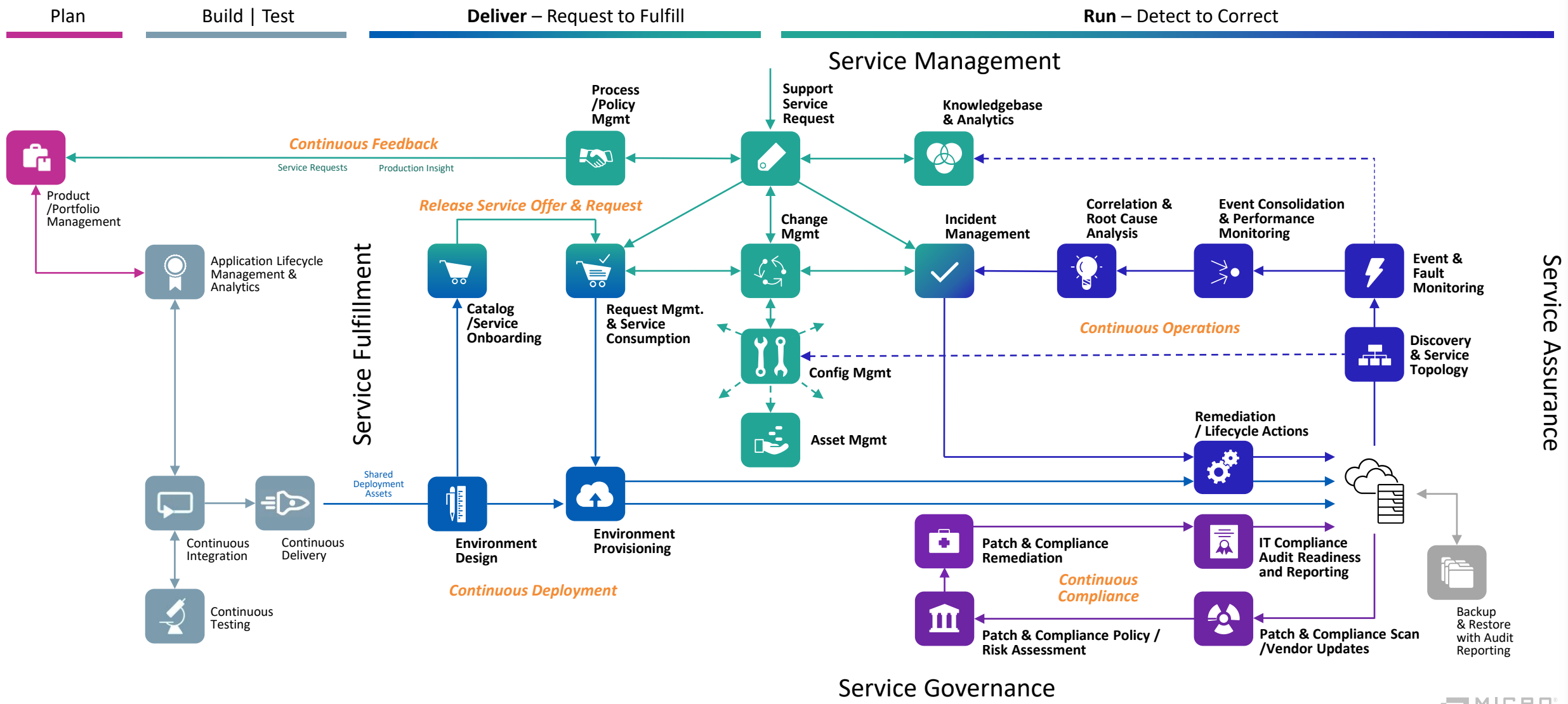


IT Operations Management Value Streams





IT Operations Management Reference Architecture










Thank you.



**Find out more at:
MicroFocus.com/HybridIT**



High Tech. Low Drama.

TRACK RECORD	RATIONAL APPROACH	TECHNOLOGY AGENDA	WHAT WE PRIORITIZE
 <p>EXPERIENCED 40+ years of partnering with customers</p>	 <p>PRAGMATIC Methodical approach to investments, R&D, and delivering value</p>	 <p>INNOVATIVE One of the world's largest patent portfolios in any sector</p>	 <p>RELIABLE Committed to transparency and making it easier to do business with us</p>
 <p>DEPENDABLE Strong balance sheet and fundamentals</p>	 <p>CONSISTENT Unwavering in our commitment to customers and technology</p>	 <p>INTELLIGENT Robust analytics ecosystem integrated into broader portfolio</p>	 <p>STABLE Optimized business resiliency to stay true to customers in uncertain times</p>

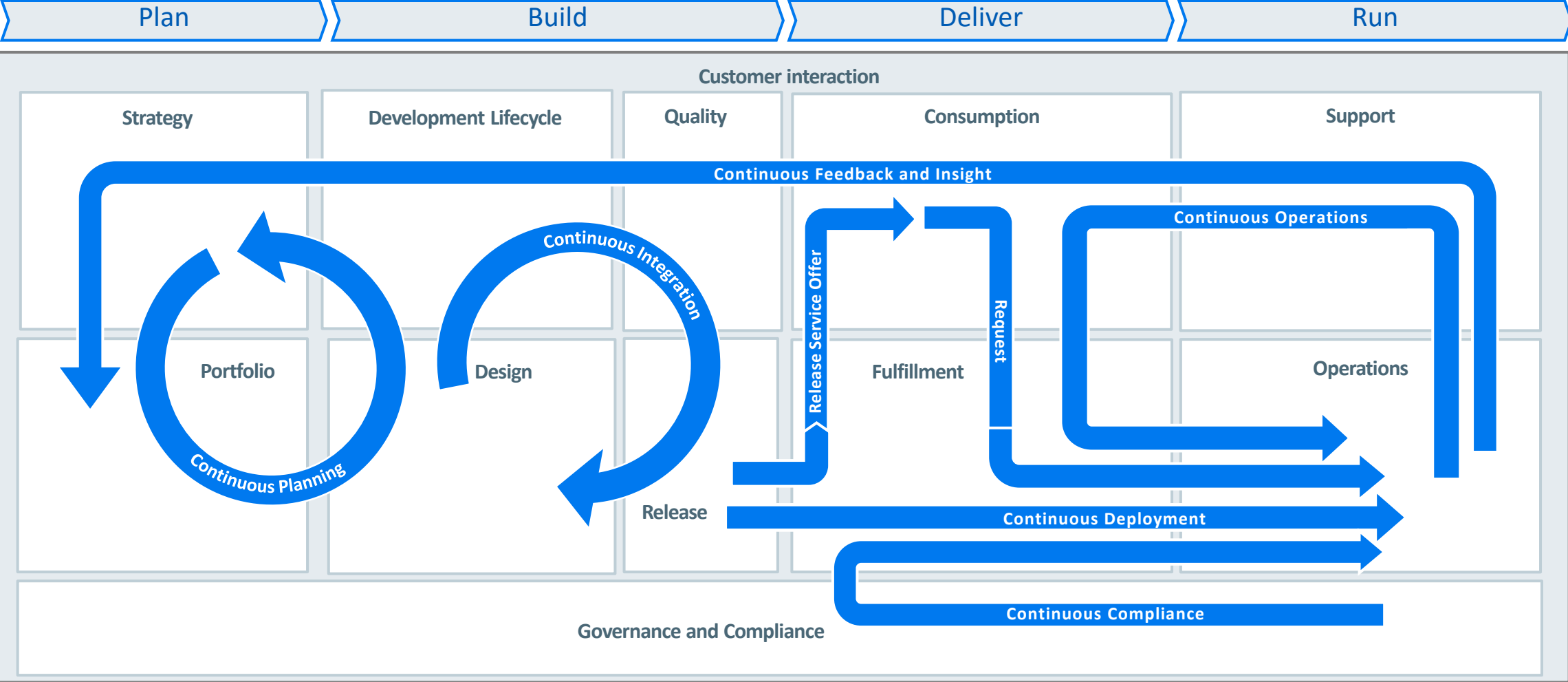


Smart digital transformation is a strong option





Digital Transformation Use Cases



Digital Transformation Use Cases

Service Assurance
 Deliver an efficient predictive management of running services with a high degree of automation and actionable insight

